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ABSTRACT

A project was conducted to develop two criterion-referenced, multiple-choice tests and a performance test for the hotel clerk occupational area. Procedures were recommended for administration of the tests and field test and for revision of the tests. Evaluation experts analyzed the performance standards being tested, drafted test items, reviewed the items, conducted field tests, revised the tests, and finalized the tests and procedures for administering them. (This document contains a report on the drafting of the tests and the following appendixes, which make up the bulk of the document: list of participants, occupational proficiency performance standards, list of standards, task analysis, item matrices, written tests, and performance test administration manual.) (KC)

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ED287986

FINAL REPORT

for

Hotel Clerk Test Development Project

FSU 7-2H03-03

Prepared by:

Diane Olsen

and

Neil Hintzen

The Center for Instructional Development and Services

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INTRODUCTION

The Division of Vocational, Adult, and Community Education (DVACE) of the Florida Department of Education (DOE) has been contributing to and supporting the implementation of individualized competency-based vocational education (CBVE). Many vocational educators think individualized CBVE to be better than traditional, nonindividualized, lock-step vocational education in terms of student confidence and success, and employers' confidence and expectations of hiring qualified graduates. Qualified graduates are vocational program completers who possess the required skills, knowledge, and attitudes (SKA's) to perform successfully in entry-level occupational positions. And when vocational program completers are qualified, vocational instructors and administrators are doing what they should be doing.

In vocational schools or centers where CBVE has been partially or fully implemented, the conditions are appropriate for the use of written and performance competency tests. These tests can be developed and used to be able to determine the degree to which vocational program completers have mastered the program requirements. If the program requirements include the required entry-level SKA's for the corresponding occupations, then two things are possible; (1) vocational programs can provide qualified individuals to employers, and (2) competency tests can be developed in order to verify that program completers are qualified. The 1984 Florida Legislature has mandated that such tests be developed.

Florida is at the forefront of the movement from traditional teaching and testing to criterion-referenced or competency-based teaching and testing. The Florida Division of Vocational Education (1983) sponsored and published a position paper for Florida entitled

"Individualized Competency-Based Vocational Education." This position paper describes the principles and procedures of individualized CBVE and stated the DVACE's endorsement of them.

Popham (1978) discussed the movement in terms of its origins and future. He credited Glaser (1963) as one of the first to make the distinction between norm-referenced and criterion-referenced measurement strategies. Popham (1978), looking toward the future said " . . . we are at the threshold of a new orientation in educational measurement. We can characterized this new period of educational assessment as the criterion-referenced era."

The role of written and performance-based competency tests in CBVE is to provide educators with two kinds of information; (1) the level of proficiency of program completers in the occupational area, and (2) the adequacy of the instruction in which the completers had participated. The latter can serve as the basis for planning future instruction.

It is important to note that these two kinds of information are possible only if the tests are developed using procedures which assure that the correct entry-level occupational competencies are identified.

Popham (1981) states, "A criterion-referenced test is used to ascertain an individual's status with respect to a defined behavioral domain." In order to develop criterion-referenced tests for vocational programs, it is necessary to define the behavioral domain of each program in terms of the program's correct entry-level competencies. Once these competencies have been correctly identified, test development procedures can begin. The present project is utilizing Occupational Proficiency Performance Standards (O.P.P.S.'s), developed by the Division of Vocational Education, as the most appropriate entry-level competencies. O.P.P.S.'s were established for (1) educational accountability, and (2) the identification of those minimal competencies students must acquire in order to perform effectively in the student's chosen occupational area.

The present test development project is in the occupational area of Hotel Clerk. See Appendix A for the list of project participants, including business representatives, instructors, instructional designers, and test developers.

OBJECTIVES

1. Develop written criterion-referenced instruments for the Hotel Clerk occupational area.

2. Develop a "hands-on" criterion-referenced performance test for the Hotel Clerk occupational area.

3. Develop recommended procedures for administration of both the written and performance tests.

4. Field test the instruments.

METHODS

The Center for Studies in Vocational Education of the Florida State University (CSVE) was under contract with the Florida Department of Education, Division of Vocational Education (DVE), to develop written and performance tests for the occupational program of hotel/motel clerk. Items were written and reviewed. Field testing and final revision of the tests were conducted.

The test development project was under the management of a knowledgeable project manager who can call upon the additional expertise of the Center's professional staff. Experienced Florida professionals—both educators and practitioners—are contracted to conduct task analyses of the performance standards being tested, to draft test items—both written and performance, to review test items and field tests of the items with program completers.

The end products of the project are one performance test and two alternate form written tests. Great care has been taken to relate each of the items to those performance standards judged necessary for students to enter the occupation, perform in a satisfactory manner, and keep a job. The resulting tests should be useful, valid tools for assessing student competence and for improving the programs at the institutions that choose to use them.

Procedures for Developing Performance Standards

The Division of Vocational Education has developed Occupational Proficiency Performance Standards (O.P.P.S.) for many vocational education occupations as required by Florida Statutes. These standards are "developed on the basis of entry level skills needed by vocational program completers to obtain and keep a job" (O.P.P.S.—Hotel Clerk, Appendix B).

Identification and verification of the performance standards for a given program include the following nine steps:

1. Acquire task data from workers in the occupation for 2 years or less.

2. Use task data to determine tasks and duties normally performed by recent employees.

3. Obtain catalogs of performance objectives related to occupation, such as V-TECS.

4. Review catalogs to determine minimum or entry-level tasks and prepare lists for statewide verification.

5. Identify ten representative high school, vocational center, and community college programs for use in verification, using the following criteria:
   a. follow-up data indicate placement success;
   b. program has active advisory committee;

6. Conduct verification of tasks at representative sites to include instructors, former students working in the occupation and employees/supervisors.

7. Analyze verification forms; tasks must reach 80% approval to be retained; write in tasks included if identified by at least 5%.

8. Submit recommended tasks to DVE for approval.

9. Distribute approved tasks ("standards") statewide.

The standards produced by this process were then used by a number of contractors for development of the various Florida Vocational Achievement Tests in a separate effort.

CSVE Test Development Model

The test development model used at CSVE follows the guidelines provided by the DVE. At the request of DVE, the CSVE project managers were asked, in addition, to organize and conduct an extensive task analysis of each performance standard to serve as the basis for the written and performance test items. As the figure below shows, there are four basic steps in the model.

1.	2.	3.	4.
Conduct Task Analysis	Develop Test Items	Evaluate Tests	Prepare Final Instruments and Procedures

Each of the four steps and their procedures will be discussed.

1. Conduct Task Analysis: A thorough task analysis was conducted in order to confirm and/or identify all relevant entry and enabling knowledge and skills, and thereby to provide a foundation for all written and performance items. All test items must be directly relatable to identified standards or enablers. Major steps in the task analysis follow.

1.1 Establish task analysis and test writing committee. The same contracted professionals—both instructors and practitioners—were used for both.

1.2 Analyze each Occupational Proficiency Performance Standard. Based on committee member recommendations, standards were added, deleted, and revised (Appendix C—List of Standards). The analyses identified both knowledge and skill enablers showing relationships among them in a "flow chart" format.

1.3 Review task analyses; revise as necessary.

1.4 Produce task analyses using CSVE word processing (Appendix D—Task Analysis).

2. Develop Test Items: As stated above, test items were developed by the same persons who did the task analyses. They used various published texts and tests as references but in general devised their own items.

2.1 Conduct search/acquisition for existing test materials. The Florida Education Information Service found and acquired numerous examples of test materials for use as references and resources for ideas.

2.2 Prioritize standards by frequency and importance. In the case of hotel clerk, such prioritizing aided in choosing which standards should be tested by performance.

2.3 Identify enablers for which test items, both multiple choice and performance, could be written. Committee members brain stormed enablers and ideas for items. Data from 2.2 was used.

2.4 Write first draft items (written and performance) to cover enablers identified in 2.3. Test writers began work at a group training session, then continued on their own time. During the training session, items written were reviewed by CSVE test writing experts, and revised as required. Parallel written items were developed concurrently, keyed to the same standards and enablers.

2.5 Revise first draft items. The project manager and the committee reviewed and revised all items.

2.6 Review second draft items and revise again. The committee members reveiwed all the items; the project manager revised again based on their suggestions.

2.7 Conduct statewide review using sample of instructors, employers, and recent completers to establish face validity; revise as required.

2.8 Prepare draft tests and related materials (e.g., forms, scripts, etc.).

2.9 Prepare draft test administration materials-project manager and committee members.

3. Evaluate Tests: The evaluation of the tests is done in two stages—pilot testing and final field testing.

3.1 Conduct pilot test of written and performance tests. Pilot tests were done with 7-8 program near-completers.

3.2 Revise as required. Test items, materials, and procedures were revised based on analysis of pilot test data.

3.3 Conduct field test of written and performance tests. A field test of the written test was conducted with 54 completers or near-completers; the performance test with 15 completers or near-completers.

3.4 Analyze field test data.

4. Prepare Final Test Instruments and Procedures:

4.1 Revise as required. Based on the analyses of the field test data, the two parallel written tests (see Appendix F), the performance test (see Appendix G), all test materials and procedures were revised as required.

4.2 Final version of all materials were produced by CSVE, using the formats of the National Occupational Testing Institute (NOCTI).

Steps 2.7 through 4.3 are broken down as follows:

2.7 Conduct statewide review of written and performance tests

2.7.1 Identify potential reviewers
2.7.2 Select reviewers and get their agreement to participate

- 2.7.3 Reproduce materials for review
- 2.7.4 Send materials for review
- 2.7.5 Arrange production; start editorial review

2.8 Prepare draft tests and all related materials

- 2.8.1 Organize reviewer data
- 2.8.2 Revise edited draft as required
- 2.8.3 Arrange for editorial review of changes
- 2.8.4 Reproduce materials for pilot testing

2.9 Prepare draft test administration materials

- 2.9.1 Identify administration information needed
- 2.9.2 Prepare outline of administration information
- 2.9.3 Send outline of information to committee member to write
- 2.9.4 Review and revise draft information using other members
- 2.9.5 Reproduce draft administration materials for pilot test

3.1 Conduct pilot tests

- 3.1.1 Identify a program with 7-8 program near-completers
- 3.1.2 Arrange for administering both tests
- 3.1.3 Administer both tests; collect observational data
- 3.1.4 Score the tests

3.2 Revise the tests and procedures

- 3.2.1 Interpret the test results and observational data
- 3.2.2 Revise the tests and administration procedures as required

3.2.3 Obtain editorial review as required

3.2.4 Reproduce materials for field testing

3.3 Conduct field tests

3.3.1 Identify programs, instructors, and evaluators willing to participate:

- 54 completers were available for written test
- 15 completers were available for performance test
- 2 outside evaluators, and 2 of the writers, were available for the performance test.

3.3.2 Arrange for administering tests

3.3.3 Administer both tests; collect observational data

3.3.4 Score both tests

4.1 Revise tests and procedures

4.2 Obtain final editorial review

4.3 Produce final revisions

RESULTS

Performance Test

The Performance Test consists of four jobs (simulations) in which the examinee participates. Twelve scripts are associated with the four simulations. Scoring is recorded on the Performance Evaluation Guidesheets. The guidesheets provide the process steps and product criteria on which scoring is based.

The Performance Test Administration Manual contains the directions and test, including the directions for the test administrator, evaluator and examinee, and the list of required materials. Appendix G is the Performance Test Administration Manual.

Written Test

Forms A and B of the written test contain 129 parallel items. Thirty examinees participated in the field trial for Form A and 24 examinees participated in the field trial for Form B. Table 1 shows the results of the field trial.

Table 1

Means, standard deviation, mean difficulty indices, and alphas (KR20) for Forms A and B of the Hotel Clerk Written Test

	Form A	Form B
Mean	91	100
Standard Deviation	20.5	18.3
Mean Difficulty Index	.70	.78
alpha (KR20)	.95	.95

Ten items had difficulty indices less than .30. These were selected for discussion and possible revision by an instructional designer and a content expert. Minimal revisions were made. It was agreed that the items not revised yet having a difficulty index less than .30, are good items, and their low difficulty indices were due to the lack of adequate instruction for the examinees.

RECOMMENDATIONS

The Hotel Clerk Performance and Written Tests can be used by Hotel Clerk instructors to evaluate their students and their programs. However, before doing so, it is recommended that a comparison be made between the List of Standards (Appendix C) and the current Performance Standards. Current Performance Standards are grouped into clusters called Intended Outcomes, and there should be a very close correspondence between the List of Standards and the current Intended Outcomes in order for these tests to appropriately serve as useful student and program evaluation instruments.

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APPENDIX A

List of Participants

List of Participants

Hotel Clerk Test Development Project

Writers

Gary Cherry, Front Desk Manager, Ramada Inn North

Doris Wilkes, Program Director, Hospitality Ed., FSU

William Wooten, Hotel Clerk Instructor, Mid-Florida Technical Institute

Reviewers/Field Test Administrators

Angela Anderson, Miami-Dade Community College

Kay Collinsworth, Bay Area Vo-Tech Center

Paul Shelton, Mid-Florida Technical Institute

Ed Sullivan, Thomas P. Haney Vo-Tech Institute

William Wright, SPVTI

Project Manager

Diane Olsen, Center for Instructional Development and Services

Final Report Coordinator/Writer

Neil Hintzen, Center for Instructional Development and Services

Others

Charles McBride

Connie Miller

Anthony Caravella

Herman Katz

Laura LeFever

Pat Yelvington

Nancy Lindborg

Field Test Evaluators

Lorraine Buckley
(Pres., Bay Co. Motel & Restaurant Assoc.)

John Craig
(Miracle Miles Resort)

APPENDIX B

Occupational Proficiency Performance Standards

Hotel Clerk

HOTEL CLERK	ENTRY LEVEL SKILLS -- The student will:
A. THE STUDENT WILL PERFORM CLERICAL FUNCTIONS	1. Balance folio (guest account card) accounts.
	2. Post charges to folio.
	3. Prepare housekeeping report.
	4. Take posting machine balance on all charges.
	5. Verify cash amount in cash register.
	6. Verify cash amount turned in at end of a shift.
	7. Obtain authorization on credit card.
B. THE STUDENT WILL PERFORM CUSTOMER SERVICE FUNCTIONS	8. Cancel room reservation.
	9. Cash check.
	10. Check out guest.
	11. Log and call guests according to wake-up schedule.
	12. Log outgoing long-distance telephone calls.
	13. Make guaranteed room reservation.
	14. Make 6:00 p.m. room reservation.
	15. Answer incoming telephone call.
	16. Register guest.
	17. Ring up cash sale.
	18. Post charge sale.
	19. Secure guest's valuables in safe.
	20. Find room for unaccommodated guest when hotel/motel is full.

APPENDIX C

List of Standards

Hotel Clerk

HOTEL CLERK
LIST OF STANDARDS

Standard Number	Related OPPS No.	
A00		**Perform clerical functions**
A01	(1)	Balance folio (guest account card) accounts (night clerk responsibility).
A02	(2)	Post charges to folio and post charge sale.
A03	(3)	Reconcile housekeeper's report with room rack and folios.
A04	(4)	Take posting machine balance on all charges.
A05	(5)	Verify cash amount in cash register (indivdual shift bank).
A06	(6)	Verify cash amount turned in at end of a shift.
A07	(7)	Obtain authorization on credit card.
B00		**Perform customer service functions.**
B01	(8)	Cancel room reservation.
B02	(9)	Cash traveler's check.
B03	(9)	Cash personal check.
B04	(10)	Check out guest.
B05	(11)	Log and call guests according to wake-up schedule.
B06	(12)	Log outgoing long-distance telephone calls (Hotel Billing Information System)
B08	(13)	Make guaranteed or designated holding time room reservation.
B09	(15)	Answer incoming telephone calls.
B10	(16)	Register guest.
B11	(17)	Ring up cash sale.
B12	(19)	Secure guest's valuables in safe.
B13	(20)	Find room for unaccommodated guest when hotel/motel is full.

APPENDIX D

Task Analysis

Hotel Clerk

Hotel Clerk Task Analysis

Standard A01: Balance folio accounts (night clerk responsibility)

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**Verify that departmental postings from previous shifts are in balance (see Standard A04).**
	2.	**Depress trial balance key on posting machine.**
	2.A.	Be able to operate posting machine.
	3.	**Balance current and inactive accounts (separately).**
	3.A.	Enter all inactive accounts into the trial balance (e.g., complimentary rooms, master accounts).
	3.B.	Balance current accounts.
	3.B.1.	- Do steps 3-6 of Standard A02.
	3.B.2.	- Enter amount of the day's room and tax charges.
	3.B.3.	- Do steps 11 and 12 of Standard A02.
	4.	**Do step 1 of Standard A04.**
	5.	**Add debit figures to arrive at total debits for the day.**
	5.A.	Be able to operate an adding machine.
	6.	**Add credit figures to arrive at total credits for the day.**
	7.	**Subtract credits from debits to get net of day's business.**
	8.	**Add (or subtract as appropriate) net of day's business to yesterday's net outstanding balance to arrive at day's outstanding balance.**
	9.	**Compare the result of step 8 with trial balance result. (They should be the same.)**

Standard A01: Balance folio accounts (night clerk responsibility).

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	10.	**Reconcile any errors.**
	10.A.	Determine the difference between net outstanding and trial balance result.
	10.B.	Recheck the addition and subtraction.
	10.C.	Locate errors in entries.
	10.C.1.	- Locate any entries entered twice in trial balance.
	10.C.2.	- Locate any entries omitted from trial balance.
	10.C.3.	- Locate any incorrect entries in trial balance (transpositions, slides, pickups).
	10.D.	Correct errors in trial balance.
	11.	**Prepare any analyses required by the individual properties (percent of occupancy, breakdown by types of guests, average room rate, etc.).**
	12.	**Identify the person generally responsible for balancing folio accounts.**

Related terminology: debit, credit, net outstanding balance, inactive account, pickups, trial balance, transpositions, slides, pickups

Hotel Clerk Task Analysis

Standard A02: Post charges to folio and post charge sale

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	State the purpose for posting charges.
	2.	Locate and remove the proper guest folio by room number and by name.
	3.	Verify that room number and guest name are correct on voucher.
	3.A.	If there is an error on voucher, and original charge ticket was initiated by hotel employee (restaurant, lounge, etc.), request that initiating employee compare voucher with original charge ticket signed by guest.
	3.A.1.	- If an error is obviously a clerical one, request (or make) correction.
	3.A.2.	- If error is not obviously a clerical one, locate soure of discrepancy, and make correction on voucher.
	3.A.2.a.	- Look up recent checkouts to see if charges have been delayed and could be for checkout folio.
	3.A.2.b.	- Check to see if parties in the same room have different surnames.
	3.A.2.c.	- Check for room numbers similar to that given by guest.
	3.A.2.d.	- Check registration cards to match signatures of guest.
	3.A.2.e.	- Consult with another employee for second interpretation or opinion of error.
	3.B.	If there is an error on the voucher, and original charge ticket was initiated by personnel outside hotel (long distance, laundry, etc.) notify vendor and request verification of charges.

Hotel Clerk Task Analysis **Standard A02: Post charges to folio and post charge sale.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	3.B.1.	- Identify procedures for contacting outside vendors.
	3.C.	If error is not obvious to employee of outside vendor, do 2.A.2.a. through e.
	3.D.	If unable to locate source of discrepancy, ask supervisor what posting procedures to follow.
	4.	**Index (depress) room number key on posting machine.**
	4.A.	Be able to operate a posting machine correctly.
	5.	**Depress previous balance amount on posting machine.**
	6.	**Insert folio into posting machine.**
	7.	**Depress previous balance pick-up key.**
	8.	**Enter amount of voucher.**
	9.	**Insert voucher into machine for validation.**
	9.A.	State the reason for validating vouchers.
	10.	**Depress department key.**
	11.	**Place charge vouchers with all others by category (e.g., bar vouchers, restaurant vouchers).**
	12.	**Depress balance key.**
	12.A.	Identify consequence of not depressing balance key.

Hotel Clerk Task Analysis | **Standard A02: Post charges to folio and post charge sale.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	13.	Remove and refile folio.
	13.A.	If errors in posting are made, see Standard A04.

Related terminology: folio, voucher, checkout, validation, journal credits/debits, charge ticket, error correct (or comparable posting machine key), city ledger

Hotel Clerk Task Analysis **Standard A03:** **Reconcile housekeeping report with room rack and folios**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**Presented with housekeeper's report, compare information against room rack information.**
	1.A.	Identify organization and location of guest folios, room rack, guest folio bucket, or computer terminal.
	1.B.	Identify codes, symbols, abbreviations used on room rack or computer.
	1.C.	Identify codes, symbols, abbreviations of housekeeper's report.
	1.C.1.	- State why symbols are used on housekeeper's report.
	1.D.	State purpose for doing reconciliation.
	2.	**Identify significant discrepancies between the three sources of information.**
	2.A.	Identify which discrepancies are considered significant (based on hotel/motel policy).
	3.	**Resolve any discrepancies.**
	3.A.	Make note of discrepancy on housekeeper's report.
	3.B.	Contact housekeeping for a double check of room in question, or phone guest for clarification.
	3.C.	If discrepancy is caused by clerical error or misinformation (such as filing error, missing information on folio, late check-out information), make corrections to records (room rack and/or housekeeper's report) with explanation.
	3.D.	If discrepancy is caused by unusual occurence (such as a skipper, unregistered guests, unusual damage), notify supervisor.

Hotel Clerk Task Analysis **Standard A03: Reconcile housekeeping report with room rack and folios**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	3.D.1.	- Identify hotel/motel policies regarding the handling of discrepancies.
	4.	**File housekeeper's report in appropriate front office file.**
	4.A.	Identify hotel/motel procedures for filing housekeeper's report.

Related terminology: skipper, vacants, out-of-orders, stay-over, check-outs, sleeper, bucket

Hotel Clerk Task Analysis

Standard A04: Take posting machine balance on all charges.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**Take a reading on all departmental keys of posting machine to determine how much has been charged to each category during the shift.**
	1.A	Insert paper for subtotal readings for various departments.
	1.A.1	- Be able to operate posting machine.
	1.B.	Depress subtotal key on posting machine.
	1.C	Depress key of each department to print individual departmental subtotals.
	1.D.	Remove subtotal reading paper (Step 1.A) from machine and enter on paper, by hand, any corrections accrued during the shift (e.g., change in restaurant charge posting).
	2.	**Use adding machine to total each department's vouchers accumulated during the shift. (Keep each department's vouchers separate.)**
	2.A.	Be able to operate an adding machine.
	2.B.	Identify various methods of distinguishing department vouchers, such as color coding.
	3.	**Compare adding machine totals with posting machine totals, by department.**
	4.	**Reconcile any errors.**
	4.A.	Visually compare each departmental charge on vouchers with posting machine validation on vouchers to locate error(s).

Hotel Clerk Task Analysis **Standard A04: Take posting machine balance on all charges.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	4.A.1.	- If error is due to either incorrect amount figures or incorrect departmental key, make correction.
	4.A.1.a.	- Prepare correction voucher (or correction sheet), entering department and amount of error.
	4.A.1.b.	- Do steps 4-8 of Standard A02.
	4.A.1.c.	- Enter amount of correction voucher into posting machine.
	4.A.1.d.	- Insert correction voucher into posting machine for validation.
	4.A.1.e.	- Depress appropriate correction key(s). (This varies with make of machine.)
	4.A.1.f.	- Repost and revalidate voucher correctly.
	4.A.2.	- If error is due to double posting, make correction.
	4.A.2.a.	- Do 4.A.1., Steps a-e.
	4.A.3.	- If error is due to no posting, post missing entry (steps 3-10 of Standard A02).
	4.A.4.	- Identify purpose of validating departmental charges.
	5.	**Do steps 11 and 12 of Standard A02.**

Related terminology: balance, voucher, validation, posting, error correction

Standard A05: Verify cash amount in cash register (individual shift bank).

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**Open cash register (or drawer).**
	1.A.	Identify proper procedure for opening drawer.
	2.	**Count currency and coins, and total.**
	2.A.	Identify order of procedure (largest bills counted first).
	3.	**Compare total to "bank" total.**
	3.A.	Identify what bank total is at beginning of shift.
	4.	**Reconcile any difference.**
	4.A.	Report shortage or overage to supervisor.
	4.A.1.	- If there is shortage, receive "due bank" from main cashier.
	4.A.1.a.	- State procedure for receiving cash from main cashier.
	4.A.2.	- If there is overage, make note so that it is included for balancing at end of shift.

Related terminology: due bank, due back, individual shift bank

Standard A06: **Verify cash amount in cash register (all shifts using same cash bank).**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**Open cash register (or drawer).**
	1.A.	Identify proper procedure for opening drawer.
	2.	**Determine amount of cash which drawer should contain. (Prior shift may check out before beginning of present shift and interim cash transactions may occur.)**
	2.A.	Take posting machine balances on cash, checks, paidouts, etc. (Procedures will vary depending upon posting machine used).
	2.A.1.	- If posting machine gives a "net cash" figure for each shift, verify the subtotal reading for "net cash."
	2.A.2.	- If posting machine does not give a "net cash" figure for each shift, "net cash" must be determined. (Prior shift should prepare opening totals for successor shift; opening totals for successor shift must be same as closing totals for prior shift. Do not ring "paid outs" until after drawer is counted.)
	2.A.2.a.	- Take posting machine subtotals on "cash" and "paid outs."
	2.A.2.b.	- Subtract opening "cash" totals for shift from current "cash" subtotal reading.
	2.A.2.c.	- Subtract opening "paid out" total for shift from current "paid out" subtotal reading. (This operation should result in "0" when paid outs not rung until after drawer is counted.)

Hotel Clerk Task Analysis **Standard A06:** **Verify cash amount in cash register (all shifts using same cash register).**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	2.A.2.d.	- Subtract "paid out" figure obtained in 2.A.2.c. from "cash" figure obtained in 2.A.2.b. to determine "net cash" received since prior shift closed.
	2.B.	Identify bank total at beginning of shift.
	2.C.	Add "net cash" to bank total.
	3.	**Count check, currency, and coins; then total.**
	4.	**Compare totals from 2.C. and 3.**
	5.	**Go to Step 4, Standard A05.**

Related terminology: net cash, paidouts, petty cash slips

Hotel Clerk Task Analysis **Standard A07: Verify cash amount turned in at end of shift.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**Obtain deposit envelope and fill in required identification: name, date, shift, etc.**
	1.A.	Identify where deposit envelopes are kept.
	1.B.	Identify hotel policy regarding proper completion of form.
	2.	**Add all checks taken in during shift on adding machine; attach tape to checks.**
	2.A.	Be able to use adding machine.
	3.	**Enter this amount on deposit envelope on line called "Checks and Vouchers."**
	4.	**Count currency and coins; total them.**
	5.	**Set aside large bills for deposit, subtract from above total.**
	6.	**Exchange large bills for small, when necessary to make deposit and keep bank liquid.**
	7.	**Figure difference between amount of bank and coin/currency available.**
	7.A.	State amount of bank.
	8.	**If total is more than bank, prepare deposit.**
	8.A.	List amount of each type of bill deposited (include big bills) on deposit envelope.
	8.B.	Place cash in deposit envelope.
	9.	**If total is less than bank, indicate amount due bank (for next shift).**
	9.A.	If hotel policy, request cash from (or exchange large bills with) general cashier and place in drawer.

Hotel Clerk Task Analysis **Standard A07: Verify cash amount turned in at end of shift.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	10.	Total the amount of currency (if present) and checks being deposited.
	11.	Enter this amount on Amount Enclosed line.
	12.	Dispose of deposit envelope appropriately.
	12.A.	Recognize procedures for depositing envelope (verification, for example).

Related terminology: deposit, currency, liquid bank

Hotel Clerk Task Analysis

Standard A08: Obtain authorization on credit card.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**If guest plans to use credit card, recognize that it is a credit card accepted by hotel/motel.**
	1.A.	Identify hotel/motel policy regarding acceptable credit cards.
	1.B.	Identify advantages of credit payment to the hotel.
	2.	**Verify that card is current and properly signed.**
	2.A.	Locate date and signature on various cards.
	3.	**Obtain guest registration card.**
	4.	**Compare signature on registration with signature on credit card.**
	5.	**Imprint credit card charge form (plus other forms, if required by individual hotel).**
	5.A.	Use form which corresponds to card being presented.
	5.A.1.	- Recognize charge vouchers for various cards.
	5.A.2.	- Be able to operate imprinting machine.
	5.B.	Insert card and voucher in imprinting machine.
	5.C.	Activate imprinter to print card information on form.
	6.	**Verify credit card, as soon as possible after guest has left desk.**
	6.A.	If preferred, obtain authorization by phone.
	6.A.1.	- Dial credit clearance number for area (usually an 800 number).

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	6.A.2.	- Give credit card number, expiration date, expected amount of charge, merchant (property) number.
	6.A.2.a.	- Identify where merchant (property) number, credit card number, expiration dates are on printed form.
	6.A.3.	- Obtain authorization number.
	6.A.4.	- Write authorization number and amount authorized (if applicable) in proper block on credit card form.
	6.A.5.	- Write amount authorized in margin.
	6.B.	If available and appropriate, use computerized authorization service (such as Express III or Telecredit).
	6.B.1.	- Encode necessary information into computer terminal.
	6.B.1.a.	- Identify which credit cards can be so checked.
	6.B.1.b.	- Be able to use computer terminal.
	6.B.2.	- Do 6.A.3. and 6.A.4.
	6.C.	If using cancellation listing, verify that present card is not listed.
	6.C.1.	- Use credit card company's published list of cancelled accounts to verify if particular number is absent or present.

Standard A08: Obtain authorization on credit card.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	6.D.	If authorization is denied, insist on acceptable alternative form of payment (when guest is next at desk).
	7.	**Initial form in appropriate place.**
	8.	**File authorized charge voucher with guest folio.**
	8.A.	Identify filing system in use (usually by room number).

Related terminology: charge voucher, credit card company, cancellatin bulletin, authorization number, charge back

Standard 301: Cancel room reservation.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**When a cancellation is received by phone, note guest's name, dates of arrival and departure, type of accommodations, name of person who is cancelling, date of cancellation on blank reservation form.**
	1.A.	Write "cancelled" across form.
	1.B.	Close conversation with appropriate comment, such as, "Hope to see you in the near future."
	1.C.	Time stamp and initial reservation form.
	2.	**Remove original reservation form from file and note cancellation on it.**
	3.	**If deposit has been made, notify accounting office, according to hotel procedure.**
	3.A.	Be able to state hotel/motel communication channels and/or procedures.
	4.	**File form and phone call notes, in place for cancellation.**
	4.A.	State hotel/motel procedure for keeping cancelled reservations (how long, where kept).
	5.	**Notify reservationist (or reservations department) of cancellation for information dissemination.**
	5.A.	State hotel/motel procedure for notification of cancellations.
	5.B.	State reason why reservations department must know of cancellation.

Related terminology: no-show

Hotel Clerk Task Analysis

Standard B02: Cash traveler's check.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	Verify that person wishing to cash traveler's check is a guest.
	2.	Verify that check is from recognized institution and in acceptable currency.
	2.A.	Identify hotel/motel policy with regard to accepted traveler's checks.
	3.	Request guest to endorse in clerk's presence.
	4.	Request guest to fill in hotel name (or use stamp) as payee.
	5.	Verify that two signatures are basically the same.
	6.	Give guest money equal to amount of check.
	7.	Stamp traveler's check "For Deposit Only" and initial it.
	8.	Place check in proper receptacle (drawer, etc.).
	9.	Identify alternate procedure to use if checks are not properly indorsed.
	9.A.	Identify hotel/motel policy concerning acceptance/nonacceptance (such as alternative form of identification).

Hotel Clerk Task Analysis **Standard B03: Cash personal check.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**Receive check from person with request to cash it, and distinguish kind of check (see Standard B02 for traveler's check).**
	2.	**Establish that the person is a guest, (by asking for room number and checking registration if necessary).**
	3.	**Take time and pay full attention, especially while doing steps 4-11.**
	3.A.	Identify why attention and care are important.
	4.	**For personal check, authenticate basic condition of acceptability of check.**
	4.A.	If foreign check, refer guest to immediate supervisor.
	4.A.1.	- State hotel policy and proper routing for foreign checks.
	4.A.2.	- State possible difficulties with foreign checks.
	4.B.	Verify that: - date is current - it is legibly written (signature, date, amount) - written and numerical amounts agree - it is not third-party check
	4.C.	Have guest make any necessary corrections, and initial.
	4.D.	Identify reasons why check must be authenticated.
	5.	**Check that amount is allowable, and time has lapsed according to hotel policy.**

Hotel Clerk Task Analysis **Standard B03: Cash personal check.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	5.A.	Identify hotel/motel policy concerning maximum amount allowable, and delays for credit check.
	6.	**Verify that check is properly made out to hotel/motel. Note: Most hotel/motels do not accept checks made out to cash or third party.**
	7.	**Request identification (such as driver's license, major credit card, previous correspondence) based on hotel policy.**
	7.A.	Identify hotel/motel policy regarding acceptable identification.
	7.B.	Identify hotel/motel policy regarding major credit cards for identification purposes: number, type.
	7.B.1.	- Identify role of credit card companies in check i.d.
	8.	**Obtain guest registration card.**
	8.A.	Identify where guest registrations are filed, and how (usually by room number).
	9.	**Compare signatures on registration card and on identification; compare physical description (use picture if possible) with present appearance.**
	10.	**Check that identification is still current.**

Hotel Clerk Task Analysis **Standard B03: Cash personal check.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	11.	Based on hotel policy and legal requirements, stamp and record on rear of check: driver's license number, credit card number, address, physical description, telephone numbers, and any approvals through check verification agencies.
	11.A.	Identify hotel/motel policy regarding the recording of information on the back (stamp, handwritten), and regarding check verification agencies.
	11.A.1.	- Identify the role of check verification agencies.
	12.	Process check when cashable.
	12.A.	If there are any peculiarities, or if there are discrepancies, refer guest to supervisor according to hotel policy.
	12.A.1.	- Identify proper procedure for any questionable items.
	13.	Give guest money equal to amount of check.
	14.	On guest folio and check register, document that check was cashed for cash, and guest received cash; initial check.
	14.A.	Identify hotel/motel policy regarding documentation.
	15.	Stamp check "For Deposit Only."

Hotel Clerk Task Analysis **Standard B03: Cash personal check.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	15.A.	Identify purpose for using this stamp.
	16.	**Secure check in proper drawer, etc.**

Related terminology: check (in legal terms)

Hotel Clerk Task Analysis **Standard B04: Check out guest.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**When guest is in front of desk, acknowledge him/her with a smile and salutation.**
	2.	**When guest indicates s(he) is checking out, ask for room number and key.**
	2.A.	Identify hotel policy for late checkouts.
	3.	**Pull out guest folio and verify name: ("Room 303, Mrs. Olsen?)**
	4.	**Check telephone meter and charges not yet posted.**
	4.A.	Read and interpret telephone meter and long distance log, identify where vouchers are kept.
	5.	**Check for messages/mail for guest and give to guest.**
	6.	**Ask if guest has made very recent charges and add them to folio.**
	6.A.	If yes, call department to determine amount of charge.
	6.B.	Prepare "dummy voucher" for stated amount.
	6.B.1.	-Identify appropriate voucher form.
	6.C.	Post any additional charges to folio. (see Standard A02)
	6.C.1.	- Be able to use posting machine.
	7.	**Obtain total for guest from posting machine.**
	8.	**Give folio to guest to verify.**
	8.A.	If guest questions a charge, refer to original voucher (or phone log) to verify.
	8.A.1.	- Identify where and how original vouchers are filed.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	8.B.	Whenever possible, make adjustment to folio; refer guest to supervisor for major dilemmas.
	8.B.1.	- Identify hotel/motel policy on handling guest challenges to folio.
	8.C.	Enter amount to be subtracted (rebated) in posting machine.
	8.C.1.	- Be able to use posting machine for subtractions.
	8.D.	Present corrected folio to guest.
	9.	**Accept payment or other settlement of guest account from guest.**
	9.A.	Place folio in posting machine, press appropriate button for cash, check, credit card transaction, or billing transaction. (Note: Procedure may vary, depending on machine.)
	9.A.1.	- If guest pays in cash or travelers check, count money, give change as required, go to Standard B11 (return here).
	9.A.2.	- If guest pays with personal check, follow procedures in Standard B03 (return here).
	9.A.3.	- If guest uses credit card, obtain authorized imprinted credit card form (Standard A08), fill out total amount owed on appropriate line on form, and have guest sign.
	9.A.4.	- If account is paid or billed in any other way, follow procedure of the hotel/motel.
	9.A.4.a.	- Verify billing information.
	9.A.4.a.1.	- Identify where such billing information is found.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	10.	Following settlement, present copy of folio to guest.
	11.	Ask guest if everything was satisfactory.
	12.	If guest has complaint, apologize; thank him/her for reporting it, and assure him/her corrections will be made.
	13.	Report complaint, either in writing or by telling proper person.
	13.A.	Identify proper channels for responding to guest complaints.
	14.	If guest is still unsatisfied, call supervisor; do not let guest depart dissatisfied.
	15.	Thank guest for staying, invite guest to return and wish guest a safe, pleasant trip. Ask if future reservations can be made.
	16.	When guest has left desk, time stamp and file hotel copy of folio in designated location.
	16.A.	Identify where and how noncurrent folios are filed.
	17.	Pull rack slip from room rack, and process according to hotel policy.
	18.	Notify telephone operator that guest has departed, or pull rack slip from telephone rack.

Related terminology: settlement, city ledger, check-out time, late check out, dummy voucher, skipper, prepaid voucher, comp

Hotel Clerk Task Analysis

Standard B05: Log and call guests according to wake-up schedule.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**When guest asks to be called, ask name and room number and the time for the call.**
	2.	**Enter room number and name on wake-up schedule.**
	2.A.	Be able to fill out and use wake-up schedule.
	3.	**Set wake-up clock for time of wake-up call.**
	3.A.	Be able to set wake-up clock.
	4.	**When clock at desk goes off, notify guest (do 4A-4E or 4D-4E, as required).**
	4.A.	Call guests at correct time, as designated on wake-up schedule.
	4.A.1.	- Recognize proper procedures for making several wake-ups requested for same time.
	4.B.	When guest responds, politely inform guest of the time.
	4.C.	If guest does not respond, wait a few minutes and call again.
	4.D.	Switch on buzzer or other system in guest's room at correct time as designated on wake-up schedule (guest must get up to shut off buzzer).
	4.D.1.	- Be able to run the buzzer wake-up system.
	4.E.	If guest still does not respond (by answering phone or switching off buzzer), notify manager (or proceed according to hotel/motel policy).
	4.E.1.	- Identify reason why hotel investigation of unanswered wake-up call is necessary.
	5.	**Make a note on schedule that wake-up call has been completed.**

Hotel Clerk Task Analysis

Standard B06: Log outgoing long-distance telephone calls (manual voucher method)

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	When guest requests long distance, record details (guest room number, name, number being called) on long distance traffic sheet.
	1.A.	Be able to fill out traffic sheet (log).
	2.	Dial "0" plus area code plus telephone number.
	2.A.	Be able to operate telephone equipment.
	3.	Give long-distance operator guest room number and request time and charges.
	4.	When L-D operator calls back with time and charges, locate call on traffic sheet and log date, guest's name and room number, phone number called, charges, tax, and service charges on phone traffic sheet.
	5.	Write on long distance voucher: date, guest's name and room number, number called, charges, tax, and service charges.
	5.A.	Be able to fill out voucher form.
	6.	Transmit the charges on voucher form to the cashier for posting.
	7.	Go to Standard A02.

Hotel Clerk Task Analysis

Standard B07: Log outgoing long-distance telephone calls (HOBIS* method).

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	Identify procedures and components of HOBIS.
	2.	Add tax and service charge to top copy of machine print-out (leave second copy in machine).
	2.A.	Identify machine printed voucher and machine.
	3.	Transmit the telephone charges received to the cashier for posting.
	4.	Go to Standard A02.

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* HOBIS: Hotel Billing Information System

Hotel Clerk Task Analysis

Standard 308: Make guaranteed or designated holding time* room reservation.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**When notified by party that reservation is desired, obtain basic details.**
	1.A.	Note name, arrival and departure dates, number of rooms, and type of accommodation desired.
	1.A.1.	- Read reservation correspondence when reservation is made by mail, telex, or telegram.
	1.A.2.	- Ask party for arrival and departure dates, when talking to party on phone or in person.
	2.	**Consult reservation forecast to see if space is available for desired dates.**
	2.A.	Read and interpret reservation forecast.
	3.	**If space is not available, offer alternative.**
	3.A.	Refer party to other accommodations nearby; OR
	3.B.	Make reservation on a space-available basis.
	3.B.1.	- Define a space available reservation.
	3.B.2.	- Identify its purpose.
	4.	**If space is available, fill in reservation form with name, number of persons, arrival and departure dates, type of accommodation desired.**

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*3:00 p.m. is most usual holding time; 4:00 p.m. is preferred in certain areas.

Hotel Clerk Task Analysis

Standard 308: Make guaranteed or designated holding time* room reservation.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	4.A.	When available, attach incoming correspondence to reservation form.
	5.	When possible, determine room rate desired and write on reservation form.
	5.A.	Using rate card, inform party of rates (when talking to party).
	6.	Ask for a deposit according to hotel policy.
	7.	If guaranteed reservation is requested (on phone), ask for deposit, credit card number, or other guarantee information, according to hotel policy.
	7.A.	If reservation is not to be guaranteed, inform guest of time limit after which reservation may not be honored.
	7.A.1.	- Identify when the holding time may be automatically extended (airline delays, strikes, weather conditions).
	8.	Verbally confirm to caller that reservation is made, and repeat pertinent information, such as name, dates required, types of rooms, etc.
	9.	Initial reservation form.
	10.	If time permits, and if it is hotel policy, send confirmation letter or telex with confirmation number.

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*6:00 p.m. is most usual holding time; 4:00 p.m. is preferred in certain areas.

Standard 308: Make guaranteed or designated holding time* room reservation.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	11.	File completed reservation form, cross-referenced by name and by date of guest's arrival.

Related terminology: holding time, reservation forecast, deposit, "heads on beds"

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*6:00 p.m. is most usual holding time; 4:00 p.m. is preferred in certain areas.

Standard B09: Answer incoming telephone call.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	**Connect to appropriate trunk line.**
	1.A.	Be able to operate type of PBX equipment available.
	1.A.1.	- Be able to recognize terminology: - trunk line - extension
	2.	**Answer with hotel/motel identification, as instructed by the individual property.**
	2.A.	Be courteous when taking phone calls, during total interaction.
	3.	**Identify type of call: - request for information (sales, restaurant, guest room availability, pets if allowed, etc.) - calls for personnel - calls for guests**
	4.	**If call is for personnel, connect caller with appropriate extension.**
	5.	**If call is for information, supply requested information, or connect to appropriate extension.**
	5.A.	Identify hotel/motel policy for release of information.
	6.	**If call is for guest, connect to extension or take message(s), deliver to guest according to the procedures set by the property (e.g., by setting message light on guestroom telephone or other procedure; by placing message in guest's mailbox).**
	6.A.	Be able to fill out message form completely.
	7.	**Release phone connection.**
	8.	**Switch off message light after guest responds.**

Hotel Clerk Task Analysis **Standard B10: Register guest.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	Acknowledge person as s(he) approaches front desk, with a nod, a smile, a greeting, even when already occupied with someone.
	1.A.	Recognize that hotel clerk may create first impression of hotel/motel.
	2.	When person requests a room, ask if s(he) has a reservation.
	2.A.	If guest says yes, confirm reservation.
	2.A.1.	- Check files, computer terminal, by date and then name.
	2.A.1.a.	- Identify where reservation information is, and how organized.
	2.A.2.	- Verbally verify that reservation information (number in party, number of nights, type of room, rate of room) is still correct.
	2.A.3.	- If reservation cannot be confirmed, avoid calling attention to possible error, and proceed to 2.B.
	2.B.	If no reservation, try to accommodate.
	2.B.1.	- Determine guest requirements: how many nights, what kind of room, how many people, rate preference
	2.B.2.	- Determine if any rooms are available that meet guest requirements. (If not, see Standard B13.)
	2.B.2.a.	- Demonstrate knowledge of information on room rack (or computer terminal); the coding and abbreviations used.

Hotel Clerk Task Analysis **Standard B10: Register guest.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	3.	Ask guest to complete registration card, supplying pen as needed (address guest by surname when possible).
	4.	Check to be sure all required information is given (some may be preprinted): signature; full address; phone; auto information as required; number in party; driver's licence number or other form of identification (according to hotel policy).
	4.A.	Identify hotel/motel requirements for completion of registration.
	5.	Establish method of payment.
	5.A.	If guest will be paying by credit card, go to A08; return here.
	5.B.	If guest is paying by cash, request daily prepayment or total amount in advance.
	5.B.1.	- Identify hotel/motel policy regarding identification requirements of cash paying guests.
	5.B.2.	- Identify hotel/motel policy regarding time of payment for cash paying guest.
	5.C.	If account is to be billed in any other way, obtain billing information and verify.
	5.C.1.	- Identify hotel/motel procedure for verification.
	6.	Determine which rooms are available, meeting guest requirements, and make assignment.

Hotel Clerk Task Analysis | **Standard B10: Register guest.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	6.A.	Demonstrate knowledge of room rack (or computer terminal) information (coding and abbreviations used): types of beds, rates, location, type of room, connecting rooms, status of room, blocks, etc., depending on hotel.
	6.B.	State positive aspects of various available rooms (sell value).
	6.B.1	- Identify number of types of rooms available, and how many should be mentioned to customer.
	6.C.	If guest requests to see room(s), have room shown (by person available, such as bellperson or assistant manager.)
	7.	**Obtain correct key(s) for guest, and mark room number on registration card.**
	8.	**Prepare rooming slip (name of guest, room number, rate, check-out date).**
	8.A.	Identify advantages of using rooming slip.
	9.	**Mark that room is sold (on room rack or computer terminal).**
	10.	**Check for mail or messages (attached to reservation or mail slot).**
	11.	**If hotel procedures require additional information (such as guest pass, fire escape procedures, free drink), make available to guest at this time.**
	11.A.	Identify hotel/motel policy regarding these extras.
	12.	**Prepare to send guest to room.**

Hotel Clerk Task Analysis **Standard B10: Register guest.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	12.A.	If bell attendant is used, call attendant to desk and give rooming slip and key to attendant.
	12.B.	If no bell attendant, give key(s) to guest and give clear directions to room and parking area.
	12.B.1.	- Recognize layout of hotel and be able to locate particular room and parking area.
	13.	**Wish guest pleasant stay and use opportunity to promote hotel's facilities; offer to answer any questions.**
	13.A.	Recognize importance of good public relations.
	13.B.	Identify services and facilities of hotel.
	13.C.	State general information about surrounding area—points of interest, special events, etc.
	14.	**After guest has left desk, prepare guest folio from registration card: rate, name, room number, dates of arrival and departure, address, method of payment; add time stamp.**
	15.	**File guest folio (by number) with credit card form (if available) in registration card and folio in tray, by room number.**
	15.A.	Identify hotel system for filing guest folio.

Hotel Clerk Task Analysis **Standard B10: Register guest.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	16.	**Distribute necessary information to appropriate hotel services (accounting telephone).**
	16.A.	Place folio copy in telephone rack.
	16.B.	Notify housekeeping unit.
	16.B.1.	- Identify hotel procedure for such notification.
	16.C.	Notify restaurant, lounge, etc., and include method of payment.
	16.C.1.	- Identify hotel policy and procedure regarding cash and credit customers (stop charge, cash only, C.O.D. lists).
	17.	**Put completed registration card in appropriate location, according to hotel/motel policy.**

Related terminology: registration form, registration card, rooming slip, verify reservation, guest folio, registration tray, function space, blocking a room, stop charge, cash only, C.O.D. list

Hotel Clerk Task Analysis **Standard B11: Ring up cash sale.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	If cash sale of merchandise. . . (e.g., magazines, post cards, sundry items), fill out miscellaneous voucher with amount of sale and tax.
	2.	If guest prefers that sale not to be posted to guest folio, receive departmental charge voucher.
	2.A.	Identify why cash sales may be used.
	3.	Tell customer the amount of sale.
	4.	Collect money. Place money in sight.
	5.	Calculate any change.
	6.	Open cash drawer.
	7.	Count out change from cash drawer.
	8.	Put money in appropriate compartments in cash drawer.
	9.	Locate and remove cash sale of merchandise folio or miscellaneous cash folio.
	10.	Insert the folio in the posting machine.
	10.A.	Be able to operate posting machine.
	11.	Depress folio number key on posting machine.
	12.	Post the sale to the appropriate department key validating the voucher.
	13.	Post the payment using the "Paid" key.

Hotel Clerk Task Analysis **Standard B11: Ring up cash sale.**

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	14.	Depress balance key (balance will be zero).
	15.	Replace folio by number in the account tray.

Related terminology: merchandise folio, miscellaneous cash, cash sale

Standard B12: Secure Guest's Valuables in Safe Deposit Box

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	Fill out safe deposit form (or agreement); date, time, guest's name, room number, box number.
	1.A.	State location of security boxes and forms.
	1.B.	Recognize that use of safe deposit boxes usually is restricted to registered guest.
	2.	Request that any guest who is to have access to box read form carefully, and sign.
	3.	If guest inquires, clarify policy of the hotel/motel regarding dollar limit responsibility.
	3.A.	Identify that hotel/motel is responsible only for valuables deposited in safe deposit box up to legal dollar limit (varies from state to state).
	4.	Select box assigned to guest, open it, and have guest place valuables inside and close it.
	4.A.	Be able to use both 2-key and 1-key systems.
	5.	In sight of guest, place box in vault, lock box in vault, give "guest key" to guest.
	6.	Emphasize that "guest key" is guest's receipt, and box cannot be opened without it.
	7.	Emphasize that there is a charge if key is lost.
	7.A.	Identify hotel/motel policy regarding lost safe deposit box key.
	8.	File safe deposit form in appropriate place.
	8.A.	Identify where safe deposit forms are filed.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	9.	Place box in appropriate location.
	10.	When guest (or other authorized person) requests to open box, receive key from guest.
	11.	Obtain guest's safe deposit form.
	12.	Have guest sign form in appropriate place.
	13.	Verify that signatures match.
	14.	Note date and time on form and initial it.
	15.	In sight of guest, unlock vault compartment, retrieve box, and hand box to guest.
	16.	If box is to continue in use replace and lock box in vault, give key back to guest. Go to step 8.
	17.	When guest relinquishes and has emptied box, return box to proper vault compartment.
	18.	Note date and time on form, and initial it for check-out.
	19.	Return key to secure place, and file form (chronologically) with closed accounts.

Note: Clerk should be aware of management procedure to follow if no box is available.

Hotel Clerk Task Analysis

Standard B13: Find room for unaccommodated guest when hotel/motel is full.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	1.	Take note of overbooking situation (such as overstays, unanticipated transportation problems, weather delays, and so on).
	1.A.	Identify reason for intentional overbooking.
	2.	Contact, as soon as possible, other comparable hotel/motels in the area to determine availability of rooms.
	3.	Note where rooms are available, their rates, etc.
	4.	When person arrives: make brief apology/explanation, state that similar accommodations are available, ask if another hotel is acceptable, give locations and prices, and have guest choose (if possible).
	4.A.	Identify hotel/motel policy regarding concessions to unaccomodated guest, such as paying first night and transportation cost to other hotel (when hotel accepts responsibility for guest's situation).
	5.	Make reservation by phone for guest, giving to the other hotel: guest's name, price and kind of room requested, estimated time of arrival, and billing information if paying for guest.
	6.	If in accordance with hotel policy, offer to pay for transporation to next hotel (cab service), or have hotel limousine take him/her.
	7.	If guest is driving, give clear directions to other hotel.

Hotel Clerk Task Analysis

Standard 313: Find room for unaccommodated guest when hotel/motel is full.

ENTRY COMPETENCIES	STEP NUMBER	STEP STATEMENT
	8.	Express regret to guest, and hope s(he) returns.
	9.	Make note of where guest is staying so that messages can be forwarded.

Related terminology: overstays, overbooking

APPENDIX E

Item Matrices, Forms A & B

Hotel Clerk

HOTEL CLERK ITEM MATRIX

Form A

Item Number	Answer	Standard	Enabler
001	B	A01	3B
002	C	A01	7-8
003	A	A01	10
004	A	A01	10.C
005	B	A01	12
006	B	A01	
007	A	A01	
008	B	A02	3.A
009	C	A02	9.A
010	A	A02	11
011	D	A02	12.A
012	C	A02	
013	B	A02	
014	D	A03	1.C.1
015	A	A03	1.D
016	C	A03	2.A
017	C	A03	3.C
018	D	A03	3.B
019	B	A03	4
020	A	A03	
021	B	A04	2.B
022	C	A04	3
023	C	A04	4
024	B	A04	4.A.1
025	D	A04	4.A.1
026	A	A04	4.A.1
027	B	A05	3
028	C	A05	4
029	C	A05	
030	A	A06	2.A
031	C	A06	2.A.2
032	C	A06	2.A.2.d
033	D	A06	4
034	B	A06	
035	B	A07	2
036	C	A07	6
037	C	A07	2,7,8
038	D	A07	9
039	B	A08	1
040	A	A08	1.B
041	A	A08	4
042	D	A08	6
043	D	A08	6.A.2
044	D	A08	6.D
045	A	A08	7,8

046	A	A08	
047	A	B01	1
048	D	B01	1-7
049	C	B01	6
050	A	B01	8.B
051	D	B01	
052	B	B02	1
053	C	B02	8
054	D	B02	10
055	A	B03	2
056	B	B03	4.A
057	A	B03	4.B
058	C	B03	4.C
059	D	B03	5.A
060	C	B03	7
061	C	B03	7.B.1
062	B	B03	9
063	C	B03	11; 11.A.1
064	A	B03	15; 15.A
065	D	B03	
066	B	B04	2.A
067	C	B04	6.A
068	B	B04	6.C
069	D	B04	8.B
070	A	B04	8.B
071	B	B04	12, 15
072	C	B04	
073	D	B05	1, 2
074	C	B05	4.A.1
075	A	B05	4.E
076	B	B06	1.A
077	D	B06	4
078	C	B06	5
079	A	B07	1
080	B	B07	2
081	C	B07	2, 3, 4
082	A	B08	1
083	C	B08	2.A
084	D	B08	3.B
085	D	B08	3
086	C	B08	4.A
087	C	B08	7
088	B	B08	7.A
089	C	B08	10
090	A	B08	
091	C	B09	1.A.1
092	C	B09	4
093	B	B09	5
094	B	B09	5.A
095	D	B09	6

096	A	B09	8
097	C	B10	1
098	A	B10	2.A
099	B	B10	2.A.3
100	A	B10	2.B.2.a
101	C	B10	5
102	B	B10	6.A
103	C	B10	6.B
104	B	B10	7
105	C	B10	8, 8.A
106	C	B10	9.A
107	D	B10	10
108	A	B10	12.A
109	A	B10	12.B
110	A	B10	13
111	D	B10	14
112	B	B10	16
113	B	B11	1
114	C	B11	4
115	A	B11	9
116	B	B11	11-14
117	D	B11	14
118	D	B12	1
119	C	B12	1.B
120	A	B12	2
121	C	B12	3.A
122	B	B12	6
123	D	B12	7
124	A	B12	13
125	D	B12	18
126	B	B13	1
127	C	B13	2
128	B	B13	4
129	A	B13	6, 7

HOTEL CLERK ITEM MATRIX

Form B

Item Number	Answer	Standard	Enabler
001	A	A01	3B
002	B	A01	7-8
003	A	A01	10
004	B	A01	10.C
005	D	A01	12
006	D	A01	
007	D	A01	
008	A	A02	3.A
009	B	A02	9.A
010	B	A02	11
011	D	A02	12.A
012	C	A02	
013	A	A02	
014	B	A03	1.C.1
015	A	A03	1.D
016	B	A03	2.A
017	A	A03	3.C
018	C	A03	3.B
019	D	A03	4
020	C	A03	
021	C	A04	2.B
022	D	A04	3
023	B	A04	4
024	A	A04	4.A.1
025	C	A04	4.A.1
026	C	A04	4.A.1
027	B	A05	3
028	D	A05	4
029	B	A05	
030	D	A06	2.A
031	C	A06	2.A.2
032	A	A06	2.A.2.d
033	A	A06	4
034	D	A06	
035	B	A07	2
036	C	A07	6
037	B	A07	2,7,8
038	A	A07	9
039	A	A08	1
040	C	A08	1.B
041	D	A08	4
042	A	A08	6
043	A	A08	6.A.2
044	C	A08	6.D
045	B	A08	7,8

046	D	A08	
047	C	B01	1
048	D	B01	1-7
049	D	B01	6
050	A	B01	8.B
051	B	B01	
052	C	B02	1
053	C	B02	8
054	A	B02	10
055	C	B03	2
056	C	B03	4.A
057	A	B03	4.B
058	D	B03	4.C
059	D	B03	5.A
060	B	B03	7
061	A	B03	7.B.1
062	A	B03	9
063	C	B03	11; 11.A.1
064	D	B03	15; 15.A
065	B	B03	
066	D	B04	2.A
067	D	B04	6.A
068	D	B04	6.C
069	A	B04	8.B
070	D	B04	8.B
071	A	B04	12, 15
072	C	B04	
073	C	B05	1, 2
074	B	B05	4.A.1
075	B	B05	4.E
076	D	B06	1.A
077	A	B06	4
078	C	B06	5
079	A	B07	1
080	C	B07	2
081	C	B07	2, 3, 4
082	A	B08	1
083	D	B08	2.A
084	B	B08	3.B
085	C	B08	3
086	D	B08	4.A
087	B	B08	7
088	A	B08	7.A
089	D	B08	10
090	A	B08	
091	B	B09	1.A.1
092	A	B09	4
093	D	B09	5
094	B	B09	5.A
095	D	B09	6

096	D	B09	8
097	A	B10	1
098	A	B10	2.A
099	[illegible]	B10	2.A.3
100	A	B10	2.B.2.a
101	A	B10	5
102	B	B10	6.A
103	A	B10	6.B
104	C	B10	7
105	D	B10	8, 8.A
106	B	B10	9.A
107	D	B10	10
108	D	B10	12.A
109	A	B10	12.B
110	D	B10	13
111	D	B10	14
112	C	B10	16
113	D	B11	1
114	A	B11	4
115	B	B11	9
116	C	B11	11-14
117	A	B11	14
118	C	B12	1
119	B	B12	1.B
120	D	B12	2
121	D	B12	3.A
122	A	B12	6
123	B	B12	7
124	C	B12	13
125	C	B12	18
126	B	B13	1
127	A	B13	2
128	B	B13	4
129	D	B13	6, 7

APPENDIX F

Hotel Clerk Written Tests

Forms A & B

HOTEL CLERK WRITTEN TEST
FORM A

State of Florida
Ralph D. Turlington, Commissioner of Education
Tallahassee, Florida
Affirmative action/equal opportunity employer

Division of Vocational, Adult, and Community Education

©State of Florida, Department of State, 1985

Directions to the Student

1. Before starting the examination, use a soft lead pencil to enter your name and the other data required on side 1 of the answer sheet. The evaluator will go over specific directions with you.

2. The answer sheet has space for 200 responses. Use only as many as are called for in this test.

3. Use a soft lead pencil to blacken the letter grid of each correct answer.

4. If you want to change an answer, erase the original mark completely; then blacken the grid for the answer you think is correct. You must erase your first mark completely; failure to do so may result in a wrong reading by the scanner.

5. Mark only one answer for each item. Items marked in more than one space are automatically scored incorrect. You should answer all the questions to the best of your ability.

6. Do not fold your answer sheet nor make any stray marks on it.

7. If you have any doubts about the answer to a question, make a light check mark in the margin. Return to that question when all the other questions have been answered.

8. When you finish the test, look back over your answer sheet and darken any marks that are not black and shiny. Erase any stray marks.

9. The time limit for completing this written test will be announced by the evaluator.

001
At what time are room and tax charges generally posted to a guest folio?

A. At checkin, for the number of days the guest intends to stay
B. During the preparation of the trial balance, for each day the guest stays
C. After the preparation of the trial balance, for each day the guest stays
D. At checkout, for the number of nights the guest stayed

002
Given the following information, what is today's net outstanding?

Today's debits: $16,746.84
Today's credits: $10,004.16
Opening balance: $129,648.97

A. $156,399.97
B. $146,395.81
C. $136,391.65
D. $112,902.13

003
A trial balance figure lower than the net outstanding figure may indicate:

A. a missing folio
B. a double posting of a charge
C. a balance entered twice in trial
D. the overcharging of a guest

004
A credit balance that has been entered as a debit will cause the trial balance to be:

A. over by double the balance amount
B. in balance
C. out of balance by the exact amount of the credit balance
D. short by double the balance amount

005
The posting of room and tax charges is generally the responsibility of:

A. the front desk clerk/cashier
B. the night clerk/night auditor
C. the front office manager
D. the innkeeper

006
The opening balance, plus today's charges, minus today's credits, equals:

A. amount available
B. net outstanding balance
C. balance needed
D. the net cash

007
The accumulation of folio balances for all current and inactive accounts results in:

A. a trial balance
B. a cash balance
C. a traffic sheet
D. a cash report

008
If the guest name on a lounge charge voucher does not match a guest name on a guest folio for the room number given, the clerk should next:

A. post the charge to the room number given, since people in the same room may have different surnames
B. determine if the guest is actually in another room, since guests sometimes mistake their room numbers
C. refer the matter to the night auditor
D. check registration cards and match signatures there with signature on voucher

009
Which of the following procedures assists in the detection of amount errors made in posting?

A. Timestamping registration cards and folios
B. Filing vouchers by department category
C. Validating postings on vouchers
D. Filing folios by room number

010
Ordinarily, today's vouchers that have been posted are filed:

A. by type of charge or credit
B. by room number of guests
C. with the registration cards
D. with the guest folios

011
Mr. Smith's folio for rental of Room 120 reflects the following transactions:

	120 Room	36.00
	120 RTax	1.80
8/20	120 TBal	37.80
	120 PRBal	37.80
	120 Rest	10.70
	120 PRBal	10.70
	120 Room	36.00
	120 RTax	1.80
8/21	120 TBal	48.50

(TBal = trial balance amount
PRBal = previous balance amount)

The clerk posting the restaurant charge

A. failed to depress previous balance pickup key
B. picked up incorrect previous balance
C. depressed the wrong department key
D. failed to depress the balance key before removing the folio

012
What is a guest folio?

A. A history of the guest's previous patronage
B. A history of guest's room requirements
C. A detailed listing of the guest's charges and credits
D. A folder where correspondence with a guest is filed

013
At the front office, an accounting debit will result from:

A. cash payment
B. a restaurant charge
C. a room adjustment
D. an advance deposit

014
Why are symbols used on the housekeeping report?

A. Since they are color coded to the room rack, comparisons are easy to do
B. They correctly key the housekeeping records to the room rack
C. They aid in making the cleaning assignments to the rooms
D. They clearly indicate the current status of the rooms

015
Which form shows the current status of all rooms?

A. The housekeeping report
B. The no-show report
C. The arrival and departure sheet
D. The daily report of operations

016

Given:

Housekeeping symbols

CO - checkout
SO - stayover
VA - vacant
OC - on change
NG - new guest

Bucket terminology

OT - out
SO - stayover
NG - new guest

Which room(s) should be report to housekeeping for a doublecheck of room status?

Housekeeping report	Bucket check
101 - CO	101 - NG
102 - SO	102 - SO
103 - VA	103 - NG
104 - VA	104 - OT
105 - NG	105 - NG
106 - OC	106 - OT
107 - SO	107 - OT
108 - SO	108 - OT
109 - CO	109 - OT
110 - CO	110 - OT

A. 101 and 103 should be checked
B. 101, 103, and 106 should be checked
C. 107 and 108 should be checked
D. 101, 103, 107, and 108 should be checked

017

When the room clerks finished reconciling the housekeeping report, they discovered that a guest folio had been removed in error, and related guest records had been processed as if the guest had checked out. Which of the following records, at a minimum, must be corrected?

A. Room rack and housekeeping report
B. Room rack, telephone rack, and housekeeping report
C. Room rack, telephone rack, guest folio, and housekeeping report
D. Room rack, telephone rack, guest folio, telephone log, and housekeeping report

018

If a room listed as clean by the housekeeping department is found dirty, the desk clerk should first:

A. report the room as out-of-order
B. report the discrepancy to the night auditor
C. have the bell attendant make up the room as soon as possible
D. report the discrepancy to the housekeeping department

019

After being checked with the room rack and folios, the housekeeping report is usually:

A. filed in the reservations department
B. filed in the front office
C. discarded
D. returned to the housekeeping department

020

Guests who stay beyond the departure date indicated on their registration forms are called:

A. stay-overs
B. stay-ons
C. slip-bys
D. sleepers

021

Which of the following characteristics aids both proper posting of departmental charges and separation of charge vouchers for balancing?

A. Serial numbers
B. Color-coded vouchers
C. Correction vouchers
D. Uniformly sized vouchers

022
When a restaurant charge has been posted twice to the same folio, how does the adding machine total for restaurant charges compare to the posting machine subtotal?

A. They will be the same, since the error is corrected by adding the amount to the posting machine subtotal
B. The adding machine total is over the posting machine total by the amount of the double posted charge
C. The adding machine total will be less than the posting machine subtotal by the amount of the double posted charge
D. They will the be same, since the restaurant charge will be added twice to the adding machine total to balance

023
Motels and hotels receive long distance charges for billing guests as charge vouchers numbered in sequence, from #1 to the number of calls made during the day. If your charges for calls #6 and #7 are missing, what should you do?

A. You need proceed no further if the subtotal reading for long distance charges matches your adding machine total.
B. The sequential numbering serves as a guide only to the phone company, so nothing more needs to be done.
C. You should find out what charges #6 and #7 are, since the long distance charges will be understated if valid charges are missing.
D. Charges #6 and #7 need not be checked if the parties involved have already checked out.

024
A $20.00 bar charge has been posted to a guest account as a $2.00 long distance charge. To accurately balance department charges, you must post:

A. $20.00 as a bar charge
B. $2.00 as a long distance charge correction and $20.00 as a bar charge
C. 42.00 as a bar charge correction and $20.00 as a long distance charge
D. $18.00 as a bar charge

025
A $29.18 laundry charge has been posted to a guest account as a $29.81 laundry charge. Which of the following is the most appropriate method for correcting the guest's folio?

A. Subtract $.63 from the next guest charge when posting.
B. Ring $.63 cash.
C. Post $.63 as a laundry charge correction.
D. Post $29.81 as a laundry charge correction and repost as a $29.18 laundry charge.

026
To correct a misposted restaurant charge in the current day's work,

A. credit the account by utilizing the appropriate correction key and repost the charge correctly
B. adjust the charges and then repost correctly
C. ring charge paid and then repost correctly
D. transfer to another folio so night auditor can correct

027
L.J. operates a lobby bar from 12 a.m. until 8 p.m. Monday through Friday. She utilizes an individual shift bank for her cash register, beginning each shift with $200. On Thursday, the internal auditor counted her bank and found it to contain the following:

$2.24 in pennies
$5.80 in nickels
$10.00 in dimes
$50.00 in quarters
$100.00 in ones
$10.00 in fives

L.J.'s bank is:

A. over $21.04
B. short $21.96
C. short $22.04
D. over $28.04

028
Steve Tucker has just counted his bank prior to starting his shift. The bank contains $205.00. Each shift has an individual shift bank, normally containing $175.00. What should Steve do?

A. Report a $30 shortage to his supervisor
B. Report a $30.00 overage to his supervisor
C. Report a $30.00 overage to his supervisor, and make note so that the overage is included in balancing at the end of his shift
D. Report a $30.00 shortage to his supervisor, and make notes so that the shortage is included in balancing at the end of his shift

029
If the cashier turns in checks and large bills for exchange, in excess of the required deposit for the shift, the resulting shortage in the bank is called:

A. out of bank
B. under the line
C. due bank
D. over the line

030
In counting the amount of money in a cash drawer, one should include in the total:

A. petty cash slips and paidouts not rung, checks, coins, and currency
B. coins and currency
C. checks, coins, and currency
D. credit card receipts, petty cash receipts, and paidouts not rung, check, coins, and currency

031
Your posting machine does not give a "net cash" figure for each shift. At the end of your shift, you discover that the prior shift did not prepare opening subtotals for your shift, for cash-related departments. Since yours is not the first shift of the day, how can you most easily determine "net cash?"

A. You cannot do so until you talk to the clerk on the prior shift.
B. Count your drawer and deposit the difference between the drawer and your bank as "net cash."
C. Use closing subtotals from the prior shift as opening subtotals for your shift; then subtract them from the closing subtotals for your shift.
D. Remove transaction detail tape from the posting machine, add all cash transactions posted on your shift; add all paidout transaction; then subtract paidouts total from cash total.

032
The Classic Motel does not count petty cash vouchers as cash. Small cash expenditures for hotel and guest are rung out by the front desk clerk as "house paidouts" and "guest paidouts." The opening cash-related figures for your shift were:

cash - $757.96
paidouts - $35.45

The closing cash-related figures for your shift are:

cash - $1,459.00
paidouts - $56.21

How much is "net cash?"

A. $644.83
B. $678.70
C. $680.28
D. $701.04

033
All shifts at the Magnolia Inn use the same drawer. J.P. counted out the drawer at 6:45 a.m. M.S. didn't arrive until 7:10 a.m. In the meantime, business was transacted. M.S. then counted the drawer. His count reveals $50 more in the drawer than the normal bank total. He takes subtotal reading which show that $72.70 in cash has been taken in on his shift, and $20.00 was paid out. His drawer is:

A. over $52.70
B. over $102.70
C. short $22.70
D. short $2.70

034
The difference between total receipts and total disbursements is

A. cash bank
B. net cash
C. cash flow
D. gross

035
At the end of your shift, your cash drawer contains the following: $122.54 in checks; 3 hundred dollar bills; 2 fifty dollar bills; 3 twenties, 2 tens, 7 fives; 12 ones, and assorted coins. The first items prepared for deposit should be:

A. either the $122.54 in checks or the hundred dollar bills
B. the $122.54 in checks
C. the three hundred dollar bills
D. the hundred dollar bills and the fifties

036
Having a large portion of your bank represented by funds "due bank" can restrict your ability to make change and engage in cash transactions. Which of the following presents the most practical way to avoid this problem?

A. Leaving your drawer "over" by not depositing all large bills and checks
B. Placing your personal funds in the drawer to cover amounts "due bank" and later reclaiming them from the drawer
C. Exchanging large bills for smaller bills prior to making a deposit
D. Giving a "due bank" voucher to guests when change is not available, similar to an i.o.u.

037
Your cash bank for each shift is $300. At the end of your shift, your drawer contains the following:

Checks -	$256.00
Hundreds -	300.00
Fifties -	50.00
Twenties -	140.00
Tens -	110.00
Fives -	25.00
Ones -	50.00
Coins -	16.29

Your deposit should be:

A. $947.29
B. $746.00
C. $647.29
D. $606.00

038

Your cash bank for each shift is $250.00. At the end of your shift, your drawer contains the following:

Checks -	$354.00
Hundreds -	400.00
Twenties -	100.00
Tens -	10.00
Fives -	25.00
Ones -	35.00
Coins -	16.00

Large bills cannot be exchanged during your shift. After your deposit is made, your drawer should contain:

A. $250.00, including one hundred dollar bill
B. $250.00, including one hundred dollar bill and a "due bank" notation for $16.00
C. $236.00, including a "due bank" notation for $14.00
D. $250.00, including a "due bank" notation for $64.00

039

When the guest presents a credit card to be used for payment, the clerk should first check the:

A. guest's identification
B. card's acceptability to the hotel
C. guest's signature
D. listing of stolen/lost credit cards

040

Hotels and motels often prefer that customers use credit cards because

A. A valid credit card makes collection easier
B. the customer generally spends more
C. the deposits from credit card vouchers can be made easily
D. credit card forgeries and stolen cards are rare

041

The easiest way to verify that a guest's signature on a credit card voucher is that of the registered guest is to compare it to:

A. the signature on the registration card
B. the signature on the guest's driver's license
C. the signature on the reservation
D. the signature on a charge voucher

042

What are two ways credit card authorization can be obtained?

A. Calling the supplied 800 phone number and the guest's bank
B. Using the a credit card authorization service and calling the local credit bureau
C. Using the guest history file and the listing of credit card cancellations
D. Using credit card authorization computer service and an 800 phone number

043

When obtaining authorization for a credit card purchase by phone, what information does the clerk need to supply?

A. Guest's name, phone number, credit card number and expected amount of charge
B. Guest's name, credit card number, and expiration date
C. The merchant number, guest's name, and expiration date
D. Credit card number, expiration date, expected amount of charge, and merchant number

044
If a guest's credit card authorization is denied, the clerk should next contact the guest and:

A. politely tell what has happened, asking the guest for an explanation.
B. call the manager, and let them work out a compromise.
C. request that the guest pay his/her bill with a bank counter check.
D. insist on acceptable alternative means of payment.

045
After the credit card has been authorized, the clerk should:

A. initial the form and file it with the guest folio
B. ask the guest to sign the form and file it with the reservation card
C. run the voucher through the imprinter with the approved amount, and file with the guest folio
D. initial the form and file it with the credit card file

046
When payment on a credit card voucher is not honored by the credit card company, it is called a:

A. charge back
B. collection account
C. unvalidated charge
D. due back

047
If a guest telephones to cancel a reservation, the desk clerk should ask for the name of the guest, type of accommodation, and:

A. the dates of arrival and departure
B. the reason for the cancellation
C. the address and phone number of the caller
D. a possible future reservation

048
When the desk clerk has a caller who wishes to cancel a reservation, which of the following needs to be done?

1. Make note of necessary information on blank reservation form.
2. Write "cancelled" on this form.
3. Be polite to caller.
4. Ask if a future reservation can be made.
5. Time stamp and initial this reservation form.
6. Remove original registration form from file, and write "cancelled" on it.
7. File form(s) in cancellation file.
8. Send tracer to sales department.

A. All are necessary, except statement 2.
B. All are necessary, except statement 4.
C. All are necessary, except statement 6.
D. All are necessary, except statement 8.

049
If a deposit has been received and the reservation is later cancelled, the deposit is:

A. placed in the motel's "deposits" account
B. kept in escrow for the guest's future reservations
C. Returned to the guest in accordance with motel policy
D. Initialed and kept in the cancellation file

050
When the clerk receives a cancellation by phone, s(he) should notify the reservations department because:

A. the room can then be resold
B. the guest can then be billed if necessary
C. housekeeping can change its cleaning assignments
D. room cost must be changed and kept balanced

051
"No-shows" are persons who:

A. stay in a friend's room without registering
B. do not check out properly
C. cannot show their reservation confirmation
D. fail to appear when they have a reservation

052
A gentleman who introduces himself as Mr. Walken has just asked you to cash a $100 traveler's check. Before you do so, you should first check:

A. whether or not you have enough money in the cash drawer to cash the check
B. whether or not Mr. Walken is a guest
C. why Mr. Walken wants you to cash his check
D. how long Mr. Walken is willing to wait for the funds

053
After cashing a traveler's check, what should the clerk do next?

A. Verify that the check is from a recognized institution.
B. Verify that the two signatures on the check are the same.
C. Stamp the check "For Deposit Only" and initial.
D. Record person's driver's license number, address, and physical description on the back.

054
A guest has presented you with two traveler's checks, already signed and countersigned, in payment for his room. You politely refuse to accept them, but the guest insists. What should you do?

A. Do not accept them, since they were not countersigned in your presence.
B. Ask the guest for identification showing his signature, and accept checks if signatures match.
C. Request that the guest write his signature in your presence and accept checks if signatures match.
D. Ask the guest for a picture ID with signature, request that he write his signature in your presence, and accept checks if signatures match.

055
When hotels have a policy of cashing personal checks, the clerk is usually expected to do which of the following first?

A. Verify that the person is a registered guest.
B. Ask how many checks the person plans to cash.
C. Ask from what bank the check is drawn and if it is a local bank.
D. Determine if the basic condition of the check is acceptable.

056
A personal check drawn on a foreign bank should normally be acceptable by the desk clerk only when:

A. it is from Canada or Mexico
B. the supervisor approves
C. the maker has a United State residence
D. it is drawn in United States dollars

057
A clerk should check for alterations, pre-endorsement, post-dating, and illegible writing when s(he) is:

A. cashing a check
B. making a turn-in
C. signing a deposit
D. reconciling an account

058
If a guest mistakenly writes differing numerical and written amounts when making out a check, s(he):

A. must make out a new check
B. must sign a standard form stating which amount is correct
C. may write in the correction and initial it
D. may make declaration of proper amount on the reverse of the check

059
Often it is the policy of hotels and motels to delay cashing a guest's check because:

A. the guest will be discouraged from making frequent requests
B. it simplifies bookkeeping when all checks are recorded at one time
C. the cash on hand is available to the clerk longer
D. there is opportunity for a credit check

060
Which of the following are considered valid identification for cashing checks?

A. Social security card and major credit card
B. Driver's license and social security card
C. Hotel correspondence with the person and major credit card
D. A hospitalization insurance card and a driver's license

061
When cashing a personal check, the clerk may accept a major credit card for identification because:

A. it shows that the guest has credit
B. credit cards cannot easily be forged
C. it can be checked through the credit card company
D. everyone has at least one

062
Comparing the guest with the age and physical data shown on a driver's license can be an aid in

A. reconciling the guest's account
B. verifying identification when guest wishes to cash a check
C. checking a Dun and Bradstreet credit reference
D. extending the credit balance refunding procedures

063
Usually when cashing a check, the clerk should record on the back the guest's:

A. social security number and driver's license number
B. credit card number, and the date and time cashed
C. driver's license number and physical description from the license
D. reservation information and credit card number

064
After a check is cashed, procedural protection requires that it be immediately:

A. stamped "For Deposit Only" on the back of the check
B. turned in to the general cashier
C. posted on the posting machine
D. filed alphabetically, by bank, in the check file

065
A written order directing a financial institution to pay money as directed is a:

A. voucher
B. coupon
C. credit letter
D. check

066
A guest has come to check out, but it is long past the usual checkout time. If the hotel is heavily booked, the guest may be:

A. requested to sign a release form
B. billed for the extra night
C. billed for luggage storage
D. excused the extra charge, but with a polite warning

067
If a guest checking out states that she had made recent restaurant charges, the clerk should:

A. ask the guest for the total charged
B. plan to bill the guest later for these late charges
C. check with the restaurant to get the total, and post it to the guest's folio
D. check with the restaurant to get the total, and post it to the city ledger account

068
At check out, the front office posting machine is used to:

A. record guest transactions and house accounts
B. finalize the guest's bill
C. print reservation information on guest accounts
D. determine occupancy percentages

069
Lawrence has presented Ms. Warner her folio to verify at checkout. Ms. Warner notices a restaurant charge which does not belong to her. Lawrence discovers that the charge is incorrect. If the restaurant charge was posted yesterday, he should:

A. correct the posting error by entering the correction on the machine tape by hand
B. correct the posting error by hand, posting a debit to the guest's bill
C. correct the guest's bill by using the error-correct key on the posting machine
D. correct the guest's bill by making an adjustment to the prior day's charge

070
When Mr. Evans checks over his bill at checkout, he challenges several items. The clerk should:

A. locate the vouchers, and follow the hotel policy in making adjustments
B. take his word for the errors and adjust the bill
C. insist that the bill is correct, and request payment
D. refer the guest to the manager immediately

071
When a guest has a complaint about some aspect of the hotel, the clerk should:

A. request that the guest put the complaint in writing
B. listen, apologize, and assure the guest that the matter will be looked into
C. explain politely to the guest the hotel's side of the problem
D. request that the guest talk directly with the department concerned with the complaint

072
A guest who leaves the hotel without settling his account is called a/an:

A. early dismiss
B. comp
C. skipper
D. slider

073
When a guest requests a wake-up call, the clerk should find out the:

A. room number and time
B. time and name
C. number in room and time
D. name, room number, and time

074
When making thirty wake-up calls all scheduled for 7 a.m., the operator should:

A. have other hotel personnel help with calling from their individual phones
B. begin calls at 7 a.m. and work as quickly as possible
C. begin calls at 6:55 a.m. and plan to finish by 7:10 a.m.
D. begin calls at 6:45, so they are completed by 7:00

075
If a guest does not answer a wake-up call the clerk has placed twice, the clerk should:

A. notify the manager on duty in order to have the room checked
B. assume the guest is "up and out"
C. mark the call as "attempted"
D. mark "did not answer" on the form, and file

076
What is the name of the form which shows a breakdown of items, such as guest name, room number, and charges for each long distance call?

A. Morning wake-up call log
B. Traffic sheet
C. Phone company statement
D. Operator's backcall sheet

077

When a guest makes a long distance call, how does the hotel normally find out the charges in a manual system?

A. The hotel operator notes the time the call begins and ends by watching the connection.
B. The hotel operator calls the long distance operator when the call is completed
C. The telephone company will include the length of call and its charge in its bill.
D. The long distance operator calls the hotel with the information after the call is completed.

078

When the clerk receives toll information related to a particular long distance call, what does s(he) do with the charge information?

A. S(he) gives it to the room clerk for verification.
B. S(he) telephones the guest and relays the information.
C. S(he) sends the information to the cashier for posting.
D. S(he) verifies it with the hotel records, and sends it to the telephone company.

079

A Hotel Billing Information Service (HOBIS) terminal is used to:

A. connect the hotel to the telephone company's long distance billing department
B. computerize posting of guest charges
C. bill local phone calls automatically
D. connect the individual hotels of a hotel chain

080

Long distance information received through the telephone company does NOT include:

A. the telephone company toll
B. tax and service charges
C. the distant city area code and telephone number called
D. the guest room number

081

If the front desk clerk is responsible for telephone charges, what is the correct procedure when long distance charges are received from the telephone company?

1. Post charges to the guest folio.
2. Add the telephone company toll.
3. Prepare telephone charge for posting.
4. Add tax and service charges to the machine voucher.

Arrange the necessary steps in proper order.

A. 1, 3, 4, 2
B. 3, 4, 2
C. 4, 3, 1
D. 4, 2, 3, 1

082

The clerk taking reservations by phone should be sure to ask for arrival date, name and address, type of room accommodations desired,

A. number of persons in party, and departure date.
B. number of persons in party, and time of arrival.
C. departure date and mode of travel.
D. number of persons in party and mode of travel.

083

The Classic Hotel has 266 rooms. Based on the reservation forecast below, how many rooms are available for sale on June 12?

Rooms Forecast

June	9	48
June	10	116
June	11	117
June	12	217
June	13	210
June	14	187

A. 217
B. 143
C. 49
D. 43

084

What is a space - available reservation?

A. It is the guest's guarantee that the reservation will be used.
B. It guarantees the guest a room, no matter what time s(he) arrives.
C. It is a an agreement which obligates the guest to pay for a room.
D. It obligates the hotel to hold a room for the guest if there is an unexpected vacancy.

085

Mr. Susuki calls the Classic Hotel for a reservation for the evenings of March 17 and 18. The Classic has 266 rooms. Based on the forecast below, how should the reservationist respond?

Rooms Forecast

March	15	266
March	16	251
March	17	265
March	18	266
March	19	259

A. Courteously explain that there is no room, and ask Mr. Jones to call again.
B. Make the reservation as requested, since there may be some no-shows.
C. Agree to make a guaranteed late arrival reservation.
D. Explain that one night is full, and suggest making a space-available reservation for both nights.

086

The following is the body of a letter to the Pirate's Cove Inn from the Chopin family.

We would like to make reservations for two adjoining rooms for our family. We will be traveling by plane, arriving in your city on Tuesday, March 10, at 7:30 p.m. Mrs. Chopin will be attending a business conference for several days. We will be using our Visa account. If you have any questions, please call (717) 895-7671.

What action should the Pirate Cove Inn personnel take next?

A. Fill in the reservation form as completely as possible, and make the reservation requested.
B. Make the reservation request for March 10, and finish the reservation form when the family arrives.
C. Contact the Chopins as soon as possible to ask for information that is missing.
D. Wait for the Chopins to call to confirm their reservations and request any additional information.

087
When a guest pays a deposit equal to one night's revenue for a particular reservation, it is considered a:

A. confirmed reservation
B. space available reservation
C. guaranteed reservation
D. balance due reservation

088
If heavy storms are causing the delayed arrival of guests, the front desk clerk should:

A. order a check of the emergency generators
B. extend reservations past the normal cut-off hour
C. sell rooms as quickly as possible, since there may be many who don't arrive
D. arrange for extra rooms at nearby hotels

089
Most hotels confirm reservations when requested by a guest. The best method of confirmation is:

A. telegram or letter
B. telephone or telegram
C. letter or telex
D. telex or telephone

090
A confirmed guaranteed reservation means:

A. the room will be held for the guest regardless of arrival time
B. the room will be held if space becomes available
C. the room will be held until the regular holding time
D. if the hotel cannot accommodate the guest, a room will be supplied elsewhere

091
A PBX board is a:

A. room status board
B. long distance system
C. telephone switchboard
D. reservation monitor board

092
Andre, the desk clerk at the Delta Plaza Hotel, has just received a call from someone asking about employment opportunities. Andre has recently heard about two jobs soon opening up. He should

A. explain what these positions are, and encourage the caller to fill in an application
B. inquire about the caller's interest and training, and tell him/her about the jobs only if the caller seems qualified
C. connect the caller to the personnel office
D. take the information for the application over the phone, and explain that he will give it to personnel

093
When the desk clerk receives a call requesting information s(he) does not know, the best response is to

A. ask the person to call back later so that the clerk can find out the information
B. refer the call to someone who can best provide the information
C. take the caller's number and offer to call back with the answer as soon as possible
D. apologize, and explain that that information is not available

094
While working as a desk clerk, you receive a call from a gentleman who identifies himself as Mr. John Farmington. He asks about room availability and rates for the fall, and then asks if you have booked the State Fishermen's Convention for November. How should you respond?

A. Give Mr. Farmington the information you have, as a matter of courtesy.
B. Transfer his call to the inn's group sales booking office.
C. Refuse to answer the caller, stating that such information is confidential.
D. Refer the caller to the group contact with whom the sales office is working.

095
While Jeremy was on front desk duty, it suddenly became very busy. Several people approached to register, and the phone started ringing. When he answered the phone, the caller wished to leave a message for a guest. How should Jeremy respond?

A. He should ask the caller to wait, put him/her on hold, and register the guests.
B. He should ask the caller to call back in a few minutes.
C. He should ask the caller for his/her name and number and call back as soon as time allows.
D. He should fill out a message form for the guest, as completely as possible.

096
After a guest has responded to the message light in her room, the desk clerk (or operator) should:

A. switch off the guest's message light
B. log the message and switch off the message light
C. leave the message in the guest's mailbox
D. log the message and throw the message way

097
If there are many people waiting to register at one time, the clerk should:

A. focus undivided attention on the person immediately registering
B. ask the people to line up and remind them to stay in order
C. acknowledge everyone with a friendly nod or smile and register persons in order
D. handle each person's registration quickly, by omitting certain details on the card

098
If a person arrives at the desk to register, and claims to have a reservation, the desk clerk should first:

A. verify reservation information
B. prepare the guest folio
C. inform telephone operator and restaurant personnel
D. ask guest to complete the registration card

099
P.L. Montgomery arrived at the Ten Points Hotel, and showed her confirmed reservation to the clerk, Juan. He checked the files, but could find no record of the reservation. What should he do?

A. Tell Ms. Montgomery that she must be mistaken, and recheck the dates on her confirmation.
B. Try to room Ms. Montgomery without calling attention to the error.
C. Comment on the so-called efficiency of the reservation department; then try to room Ms. Montgomery.
D. Explain that the hotel reservation department made an error, but that he will try to room her as soon as possible.

100
The room rack indicates:

A. type and location of rooms
B. type of guest charges to room
C. area of rooms
D. city ledger charges to rooms

101
At the time of check-in the clerk should be sure to obtain the guest's:

A. date of birth
B. place of employment
C. method of payment
D. driver's license number

102
A room that is vacant and being readied for the next guest is:

A. on order
B. on change
C. a sleeper
D. on charge

103
When a room has a feature that might be considered undesirable, what should the clerk say?

A. "I can drop the room rate for you, since it does get noisy."
B. "Have a nice rest"—say nothing about it.
C. "The only lower rate room left is near the sanitation facilities. Would you rather have a slightly more expensive room at a different location?"
D. "I'm sorry. The only room left at the lower rate is near the sanitation facilities. We can't do anything about that."

104
Mr. and Mrs. Castille have just finished registration, and have gone to their room. Before filing the registration card, what piece of information must the clerk add?

A. method of payment
B. room number assigned
C. driver's license number
D. make and year of guests' car

105
Which form is filled in by the clerk, given to the bellperson, and later verified by the guest?

A. reservation confirmation
B. registration card
C. rooming slip
D. agency coupon

106
To prevent two parties from being roomed in the same room, it is essential that the clerk who assigns the room immediately:

A. make out a rooming slip
B. mark the room as a "stay-over" on the room rack or terminal
C. mark the room as "sold" on the room rack or terminal
D. mark the room as "sold" in the reservations file

107
Mail or messages given to guests when they check in are kept:

A. in the Manager's office
B. at the telephone switchboard
C. next to the front desk
D. at the front desk and noted on the reservation

108
When bell attendants are present at a hotel, the accepted procedure for rooming guests is to give the:

A. bell attendant the key and the rooming slip, unless the guest requests otherwise
B. key to the guest and the rooming slip to the bell attendant
C. key and the rooming slip to the guest, while the bell attendant handles the luggage
D. guest one key and the rooming slip, and another key to the bell attendant

109
When a desk clerk is working alone, and a bell attendant is not available, the hotel clerk should help room the guest by:

A. giving her the key and clear directions
B. carrying the luggage and key to her room
C. giving her the key and guest tokens
D. requesting the manager's help to carry luggage

110
When registration is concluded, the desk clerk should mention the restaurant lounge, or other hotel services, and wish the guest a pleasant stay, because doing so:

A. helps to establish a friendly, hospitable atmosphere
B. may lead to the clerk's promotion, since friendliness is often a criterion
C. may indicate the guest that registration is now complete
D. may be the only chance to give such information to the guest

111
The guest folio is prepared from the:

A. reservation form
B. rooming slip
C. charge voucher
D. registration card

112
Which department needs immediate reports of new check-ins?

A. maintenance
B. telephone
C. housekeeping
D. reservations

113
Cash sales are:

A. sales charged to a guest folio
B. sales paid for at time of purchase
C. sales purchased by the accounting department
D. sales purchased by the restaurant

114
Before posting a cash sale, a clerk should:

A. Determine whether or not the sale is chargeable
B. Collect payment from the person, and place it in the cash drawer
C. Collect payment from the person, and place it in sight
D. Collect payment from the person and record it on the cash folio

115
The "cash sale" or "miscellaneous cash" folio is used to:

A. post the sale as a debit, and the payment as a credit
B. post all charge sales
C. post the sale as a credit, and the payment as a debit
D. keep an accounting inventory for the sales department

116
What are the steps for posting a cash sale?

1. Depress folio number key on posting machine.
2. Depress balance key.
3. Depress check number key on posting machine.
4. Post sale to appropriate department key.
5. Post the payment using the "paid" key.
6. Post the payment using the "cash-in" key.

Arrange the necessary steps in order.

A. 1, 2, 4, and 5
B. 1, 4, 5, and 2
C. 3, 4, 6, and 2
D. 4, 2, 1, and 6

117
After completing the posting of a cash sale, the folio balance will be:

A. the amount of the sale
B. the amount of the payment
C. increased by the amount of the sale
D. zero

118
In addition to the guest's name and room number, what other information is usually required on the safe deposit form?

A. Date, time, and list of items to be placed in box
B. Box number, date, and estimated value of items
C. Box number, list of items, and their estimated value
D. Date, time, and box number

119
Hotel/motel safe deposit boxes are generally available to:

A. important local business people and hotel/motel staff
B. hotel/motel staff and registered guests
C. registered guests only
D. registered guests and local business people

120
When a safe deposit box is used by more than one guest, each guest should:

A. read and sign the agreement
B. pay part of the box rental fee
C. receive a key
D. be present whenever the box is opened

121
Hotels/motels are normally responsible only for valuables of guests which are:

A. declared by guests at the time of registration
B. kept securely locked in the guest's room
C. locked in safe deposit boxes
D. left with the bell captain or the desk clerk

122
The guest's receipt for a safe deposit box is the safe deposit box:

A. agreement, signed by the guest and initialed by the clerk
B. key
C. charge voucher, initialed by the guest
D. register

123
If a guest has lost the safe deposit box key s(he) must:

A. request another key from the manager
B. sign a release form
C. forfeit the contents of the box
D. pay the locksmith fee for reopening the box

124
When a guest presents her key and requests access to her safe deposit box, the desk clerk should:

A. have the guest sign the safe deposit form and verify her signature
B. ask the guest for personal identification
C. check to see if she is still registered in the hotel
D. call the manager to witness the opening of the box

125
When a guest has finished using the safe deposit box, and is checking out, what should the desk clerk do with the agreement form?

A. Note date and time on form, prepare voucher, and present it to guest
B. Prepare voucher, and attach voucher and form to guest folio
C. Present it to the guest
D. Note date and time on form, initial, and file with closed accounts

126
When a hotel/motel finds that it has confirmed more rooms for a particular date than it has available, this is called

A. percentage of occupancy
B. overbooking
C. overstays
D. over and short

127
If the desk clerk notes that an overbooking situation may occur on her shift, she should first:

A. tell each department head about the situation
B. pass information on to the next shift
C. determine the availability of space in nearby hotels and motels
D. cancel all reservations that are not guaranteed

128
If the desk clerk is confronted with a guest holding a reservation, but who cannot be accommodated, the clerk should:

A. tell the guest there is no room, and to try another hotel
B. apologize, explain the situation, and try to find the guest similar accommodations at another hotel
C. give the guest a free drink token, and suggest s(he) check later
D. give guest a credit voucher for a complimentary room in the future

129
Some hotels make special concessions to unaccommodated guests, such as the cost of transportation or phone calls. The desk clerk should:

A. follow the policies of the hotel
B. offer concessions only if the guest requests them
C. decide what to offer based on the individual circumstances. individually
D. make concessions only to regular guests

HOTEL CLERK WRITTEN TEST
FORM B

State of Florida
Ralph D. Turlington, Commissioner of Education
Tallahassee, Florida
Affirmative action/equal opportunity employer

Division of Vocational, Adult, and Community Education

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FLORIDA VOCATIONAL ACHIEVEMENT TEST

Directions to the Student

1. Before starting the examination, use a soft lead pencil to enter your name and the other data required on side 1 of the answer sheet. The evaluator will go over specific directions with you.
2. The answer sheet has space for 200 responses. Use only as many as are called for in this test.
3. Use a soft lead pencil to blacken the letter grid of each correct answer.
4. If you want to change an answer, erase the original mark completely; then blacken the grid for the answer you think is correct. You must erase your first mark completely; failure to do so may result in a wrong reading by the scanner.
5. Mark only one answer for each item. Items marked in more than one space are automatically scored incorrect. You should answer all the questions to the best of your ability.
6. Do not fold your answer sheet nor make any stray marks on it.
7. If you have any doubts about the answer to a question, make a light check mark in the margin. Return to that question when all the other questions have been answered.
8. When you finish the test, look back over your answer sheet and darken any marks that are not black and shiny. Erase any stray marks.
9. The time limit for completing this written test will be announced by the evaluator.

001
During the balancing of current accounts, which charges are usually posted to the guest's folio?

A. The day's room and tax charges
B. The adjusting for missed meals
C. The day's advance payments
D. Corrections to errors in departmental posting

002
Given the following information, what is today's net outstanding?

Today's debits: $10,116.06
Today's credit: $17,948.80
Opening balance: $86,400.90

A. $96,516.96
B. $78,568.16
C. $76,284.84
D. $114,465.76

003
A trial balance figure higher than the net outstanding figure may indicate:

A. a balance entered twice in trial
B. a missing folio
C. an undercharging of a guest
D. missing charges not entered in daily work

004
The amount of error caused by a transposition will be:

A. divisible by ten
B. divisible by nine
C. a multiple of seven
D. a multiple of five

005
Who is usually responsible for the posting of room and tax charges?

A. the front desk clerk/cashier
B. the front office manager
C. the innkeeper
D. the night clerk/night auditor

006
Today's net outstanding is equal to:

A. yesterday's opening balance
B. the total of today's business
C. the city ledger net outstanding balance
D. tomorrow's opening balance

007
The trial balance tests the accuracy of:

A. room rates
B. cash banks
C. department sales
D. daily postings

008
If either the room number or guest name on a charge voucher does not match the room number or guest name on the original charge ticket signed by the guest, the clerk should next:

A. look up recent checkouts to see if charges have been delayed and should be on a checkout folio
B. make an allowance for the uncollectable charge
C. post the charge to the room number given, since people in the same room may have different surnames
D. refer the matter to the night auditor as soon as s(he) arrives

009

Which of the following is the main purpose for validating postings on vouchers?

A. Determining sources of discrepancy between guest name and room number on a charge ticket and a charge voucher
B. Determining whether or not a posting is accurate
C. Categorizing vouchers for filing
D. Supplying room numbers for filing folios

010

Who does the filing of posted vouchers, and when is this usually done?

A. The night auditor, at the end of the shift
B. The clerk, at the time the vouchers are posted
C. The clerk, at the end of the day
D. The reservationist, as soon as possible

011

Ms. Reaver's folio for rental of Room 252 reflects the following transactions; her first charge was at the restaurant:

	252 Rest	25.02
9/7	252 Bal	455.68
	252 PRBal	455.68
	252 Room	38.00
	252 RTax	1.90
9/7	252 TBal	495.58

(TBal = trial balance amount
PRBal = previous balance amount)

Why is Ms. Reaver's folio is incorrect?

A. A clerk doing prior posting to another folio picked up an incorrect balance
B. A clerk doing prior posting to another folio failed to depress balance key before removing previous folio and room closeouts were transposed by the cashier before posting restaurant charge
C. The clerk posting the restaurant charge picked up an incorrect balance
D. A clerk doing prior posting to another folio failed to depress balance key before removing folio; clerk posting restaurant charge failed to pick up zero balance before posting.

012

The guest folio is defined as

A. a folder where correspondence with a guest is filed
B. a listing of guest room requirements
C. a detailed listing of the guest's charges and credits
D. a history of the guest's previous patronage

013
At the front desk, an accounting credit will result from:

A. an advance payment
B. miscellaneous income
C. a refund
D. a long distance charge

014
Symbols are used on housekeeping reports because:

A. they have universal meanings from one hotel/motel to another
B. they clearly indicate the current status of the rooms
C. they clearly indicate the person responsible for cleaning each room
D. they are easily used by the reservations department when assigning rooms

015
The housekeeping report is compared with the room rack and folios in order to:

A. determine availability of rooms
B. adjust daily staffing needs
C. avoid overbooking
D. locate skippers

016
Given:

Housekeeping symbols	Bucket terminology
CO - checkout	
SO - stayover	OT - out
VA - vacant	SO - stayover
OC - on change	NG - new guest
NG - new guest	

Which room(s) should be reported to housekeeping for a doublecheck of room status?

Housekeeping report	Bucket check
101 - CO	101 - NG
102 - NG	102 - OT
103 - CO	103 - OT
104 - CO	104 - SO
105 - SO	105 - SO
106 - SO	106 - SO
107 - CO	107 - OT
108 - VA	108 - OT
109 - VA	109 - NG
110 - OC	110 - OT

A. 102 only should be checked
B. 102 and 104 should be checked
C. 102, 104, and 109 should be checked
D. 101, 102, 104, and 109 should be checked

017
Which of the following records, at a minimum, should be reconciled at least once a day?

A. The room rack, telephone rack, folio tray, and housekeeping report
B. The telephone rack and folio tray
C. The room rack, telephone rack, and housekeeping report
D. The room rack, telephone log, housekeeping report, and folios

018
If a room is listed as a stayover by the housekeeping department but a guest folio cannot be found in the guest folio tray, the desk clerk should first:

A. report the room as out-of-order
B. bill the prior guest for the room
C. contact housekeeping for a double-check of the room
D. report the discrepancy to the night auditor

019
When the clerk has finished reconciling the housekeeping report with the room rack and folios, what is usually done with the housekeeping report?

A. It is placed in the clerk's loose leaf log book
B. It is filed in the reservations department file
C. It is clipped to the summary report form for the day
D. It is filed in the front office

020
Guest who keep and pay for their rooms without physically occupying them are called:

A. understays
B. slip-bys
C. sleep-outs
D. delinquents

021
The Regal Hotel uses preprinted, color-coded vouchers for posting departmental charges. Laura, the clerk, has attempted to balance the bar and miscellaneous charge departments. She checks her posting validations, and all charges appear properly posted to the proper voucher, but the bar total is over by $2.25 and the miscellaneous charge total is short by $2.25. Other than a posting error made by the clerk, what is the most probable reason for the wrong totals?

A. A posting machine error
B. A validation error
C. Improper separation of vouchers
D. A charge error

022
If the adding machine total is more than the posting machine total for restaurant charges, it could be because

A. a long distance charge was incorrectly posted as a restaurant charge
B. a long distance charge was posted for too much
C. a restaurant charge was posted for too great an amount
D. a restaurant charge was incorrectly posted as a long distance charge

023
Motel and hotels utilizing call accounting systems usually have a report giving the total billing amount for long distance calls. Your adding machine total for vouchers posted is less than the call accounting system's total billing amount. Which of the following is most appropriate?

A. You need proceed no further if the subtotal reading for long distance charges matches your adding machine total.
B. You have a missing long distance charge which should be located and billed.
C. The missing charges need not be located and billed if the calling party has already checked out.
D. The call accounting system has overstated long distance charges.

024
A $16.50 restaurant charge has been posted to a guest account as $165.00 cash received. To accurately balance posting machine departments, you must post:

A. $165.00 as a cash correction and $16.50 as a restaurant charge
B. $148.50 as a cash correction and $16.50 as a restaurant charge
C. $148.50 as a restaurant charge and $16.50 as a cash correction
D. $16.50 as a restaurant charge

025
A $59.00 bar charge has been posted to a guest account as a $5.90 bar charge. Which of the following is the most appropriate method for correcting the guest's folio?

A. Add $53.10 to that guest's next charge when posting.
B. Add $53.10 by hand and revise the total.
C. Post $5.90 as a bar charge correction and repost as a $59.00 bar charge.
D. Post $53.10 as a bar charge.

026
Michael, the front desk clerk, has just attempted to balance his restaurant postings. His posting machine subtotal reading for restaurant is $355.67. On the guest folio, he has hand posted overcharge corrections to two restaurant charges, in the amount of $.99 and $1.00. His adding machine total for restaurant vouchers is $353.68. Which of the following is true?

A. Michael has balanced the restaurant department key.
B. He has underposted restaurant charges by $3.98.
C. He should utilize the appropriate correction key.
D. He should make an adjustment of prior day's charges.

027
At the Regal Hotel, the night bartenders use an individual shift bank for their cash register, beginning each shift with $200.00. On Wednesday, Dennis counted his bank and found it contained the following:

$0.76 in pennies
$6.30 in nickels
$12.00 in dimes
$38.00 in quarters
$112.00 in ones
$20.00 in fives

His bank is:

A. over $10.94
B. short $10.94
C. short $9.04
D. over $11.94

028

Kim Lantini has just counted her bank prior to beginning her shift. The bank contains $750. At this motel, each shift has an individual shift bank, and each bank normally contains $800. What should Kim do?

A. Report a $50 overage to her supervisor, and make note so that it is included in balancing at the end of the shift
B. Report a $50 overage to her supervisor
C. Make a note so that the shortage is included in balancing at the end of the shift
D. Report a $50 shortage to her supervisor, and go to main cashier to receive cash "due bank"

029

If a cashier pays out more money than he or she takes in, the resulting shortage in the bank is said to be:

A. due cash drawer
B. due bank
C. over the line
D. cash drawer under

030

Steven came on duty five minutes late, and took over the prior shift's bank. When he counted it, he discovered it was over $36.00. What should Steve do next?

A. Take a subtotal reading on credit card vouchers to determine if credit card was rung as a refund
B. Check for a cash posting error on the prior shift
C. Take the $36.00 to the main cashier and turn in the "due bank" amount
D. Take a subtotal reading on cash in order to determine if cash has been taken in since the beginning of his shift

031

Your posting machine does not give a "net cash" figure for each shift. Ending subtotals for the prior shift were: cash - $765.00; paidout - $25.75. At the end of your shift, you discover that the prior shift did not prepare opening subtotals for your shift. Your subtotals are: cash - $895.70; paidout - $55.00. The "net cash" for your shift:

A. cannot be determined
B. equals $130.70
C. equals $101.45
D. can only be determined by adding all cash and paidout transactions posted on your shift

032

The Classic Motel does not count petty cash vouchers as cash. Small cash expenditures for hotel and guest are rung out by the front desk clerk as "house paidouts" and "guest paidouts." At the beginning of your shift, all cash-related subtotals were at zero. Given the following subtotal reading at the end of your shift, what is the correct "net cash" figure?

cash receipts - $457.63
house paidouts - $26.50
guest paidouts - $1.25
refunds to guest - $46.20

A. $383.68
B. $429.88
C. $431.13
D. $457.63

033
All shifts at the North Shore Lodge use the same bank. Marv counted out the drawer at 6:45 a.m. Brian didn't arrive until 7:10 a.m., but meanwhile business was transacted. Brian's count shows $50.00 more in the drawer than the normal bank total. He takes subtotal readings which show that $67.80 in cash was taken in on his shift, and $15.00 was paid out. Brian's drawer is:

A. short $2.80
B. short $17.80
C. over $32.80
D. over $50.00

034
"Net cash" means total cash receipts less:

A. checks and cash vouchers
B. cash vouchers and guest paid outs
C. cash bank
D. total disbursements

035
At the end of your shift, your cash drawer contains the following: $145.29 in checks, 2 hundred dollar bills, 1 fifty, 6 twenties, 2 tens, 3 fives, 16 ones, and assorted coins. The first items prepared for deposit should be:

A. the hundred dollar bills, the fifty, and the twenties
B. the $145.29 in checks
C. the hundred dollar bills and the fifty
D. either the $145.29 in checks or the hundred dollar bills

036
Exchanging large bills for smaller bills prior to making deposits can be useful for what purpose?

A. To reconcile "over" and "short" amounts in an account.
B. To aid the following shifts by simplifying the counting of money.
C. To maintain a liquid bank for making change and engaging in cash transactions.
D. To avoid mixing personal and company funds.

037
Your cash bank for each shift is $300. At the end of your shift, your drawer contains the following:

Checks - $256.00
Hundreds - 300.00
Fifties - 50.00
Twenties - 140.00
Tens - 70.00
Fives - 40.00
Ones - 25.00
Coins - 35.00

Your deposit should contain:

A. the checks for $256.00, $300 in hundreds, and $60.00 in twenties.
B. the checks for $256.00, $300 in hundreds, 1 fifty, and 1 ten dollar bill.
C. the checks for $256.00, $200 in hundreds, 1 fifty, $100 in twenties, and 1 ten dollar bill.
D. a check for $156.00, $300 in hundreds, 1 fifty, $100.00 in twenties, and 1 ten dollar bill.

038
Your cash bank for each shift is $250.00. At the end of your shift, your drawer contains the following:

Checks -	$354.00
Hundreds -	400.00
Twenties -	100.00
Tens -	10.00
Fives -	25.00
Ones -	35.00
Coins -	16.00

Large bills cannot be exchanged during your shift. Your deposit should contain:

A. $354 in checks and $400 in hundreds, leaving $64.00 "due bank"
B. $354 in checks, $300 in hundreds, $80 in twenties, $5 in fives and $1 in ones
C. $340 in checks and $400 in hundreds, leaving $14.00 in checks
D. $354 in checks and $300 in hundreds, leaving the bank "over" by $36.00

039
Guests are usually required to pay cash in advance for their payment when they:

A. do not possess an acceptable credit card
B. did not send a deposit with the reservation
C. made reservations through a travel agent
D. are first-time guests

040
Currently, the most acceptable form of payment of hotel/motel bills is

A. a city ledger billing
B. a local personal check
C. a recognized credit card
D. a payroll check

041
When a guest plans to use a credit card for room payment, the signature on it should be compared with:

A. the signature on a charge voucher
B. the signature on the reservation
C. the signature on the guest's driver's license
D. the signature on the registration card

042
When using a credit card approval machine, when is the best time for the clerk to obtain authorization?

A. While the guest is filling in the registration form
B. Immediately after the guest leaves the desk
C. In the evening, when the desk is not busy, and several authorizations can be done at once
D. As the guest is checking out, and is ready to settle the account

043
When obtaining authorization for a credit card purchase by phone, what information does the clerk need to supply?

A. Credit card number, expiration date, expected amount of charge, and merchant number
B. Guest's name, credit card number, and merchant number
C. Guest's name, address, phone, credit card number, and expiration date
D. Guest's credit card number, expiration date, and expected amount of charge

044
If a guest's credit card authorization is refused, what is the best way for the clerk to proceed?

A. The clerk should then ask the person's bank for a recommendation.
B. The clerk should inform the manager, and let him/her decide how the guest should pay.
C. The clerk should request that the guest make arrangments to pay in another acceptable way.
D. The clerk should proceed as if the authorization has been given, assuming the matter will be cleared up by the time the guest leaves.

045
Until check-out, the authorized credit card voucher is filed with the:

A. guest reservation card
B. guest folio
C. room rack slip
D. credit card file

046
What is an authorization number?

A. The number given by a credit card service to each user
B. The hotel's identification number
C. The 800 number used to contact the credit card service
D. The number given by a credit card service approving the use of the card

047
If someone other than the person in whose name the reservation is held, calls to cancel the reservation, the desk clerk should:

A. check with the manager before cancelling the reservation
B. bill the original name for the room, and cancel the reservation
C. note the name of the caller and cancel the reservation
D. call the person and verify the cancellation

048
When someone calls to cancel a room reservation, what should the clerk do?

1. Make note of necessary information on blank reservation form.
2. Write "cancelled" on this form.
3. Ask if a future reservation can be made.
4. After call is completed, time stamp and initial this reservation form.
5. Remove original form from file, and write "cancelled" on it.
6. File form(s) in "cancelled" file.
7. Send tracer to sales department.

A. All are necessary, except statements 2 and 6.
B. All are necessary, except statement 3.
C. All are necessary, except statement 4.
D. All are necessary, except statement 7.

049
Following a cancellation involving a deposit, it is important for the clerk to:

A. mail the deposit back immediately
B. place the deposit in an escrow account for the guest's future use
C. place the deposit in the cancellation file
D. notify the accounting office

050
If a clerk receives a cancellation for a room reservation, s(he) should notify the reservations department so that:

A. the room can be resold
B. work shifts can be planned efficiently
C. room rates can be increased to cover the loss
D. the guest can be billed appropriately

051
People who have reservations, but do not arrive, are called:

A. non-cancels
B. no-shows
C. no-goes
D. res-no-can

052
Ms. Warner, whom you do not recognize, has just asked you to cash a $100 traveler's check. How best can you verify that she is a guest in your hotel?

A. Ask for her receipt.
B. Require her to show you her room key.
C. Ask her name and room number.
D. Ask to see her driver's license.

053
Before cashing a traveler's check, which of the following should be done by the hotel clerk?

1. Find out if the person is a guest.
2. Be sure check is from recognized institution.
3. Have person sign check in two places.
4. Fill in hotel name as payee.
5. Verify two signatures are basically the same.
6. Stamp back of check "For Deposit Only"

A. Everything should be done.
B. Everything should be done except statement 1.
C. Everything should be done except statement 3.
D. Everything should be done except statements 3 and 6.

054
A guest has approached your desk and presented you with two traveler's checks at check-in. The guest signs and counter signs the checks in your presences. What should you do next?

A. Ask the guest for a picture and signature ID, note ID source information on the checks, and accept checks if all signatures match.
B. Accept the checks if the person is known to you.
C. Ask the guest for a signature ID and accept checks if signatures match.
D. Check with your manager about what action to take.

055
What is usual hotel policy concerning the cashing of checks?

A. They are often cashed for local residents, as a goodwill gesture.
B. If the amount of money is small, checks are cashed for anyone.
C. They are cashed for registered guests only, as a courtesy.
D. Employees' pay checks are cashed, as well as guest's checks.

056
Which of the following are usually refused because of the delay in clearing and reduced chance of recovery?

A. Money orders
B. Cashiers checks
C. Foreign checks
D. Pay checks

057
To accept a personal check, the clerk should be sure that:

A. the date is current
B. the check is post-dated
C. the issuing company is listed with Dun and Bradstreet
D. it is made out to cash

058
A personal check with a difference in the written and numerical amounts:

A. should be honored for the lesser of the amounts
B. should be honored for the higher of the amounts
C. should not be accepted
D. should be accepted if the guest changes an amount, and initials the change

059
Hotels and motels often require some delay in the check cashing process because

1. it may discourage a guest from making frequent requests
2. someone passing a bad check may lose nerve and leave
3. mistakes on the check may be noticed
4. it may be for more than the amount generally accepted and needs approval

A. 1 only
B. 1 and 3
C. 2 and 4
D. 2, 3, and 4

060
In addition to a credit card and a driver's license, another form of identification for cashing a guest's check is:

A. identification of the person by a friend who is a resident of the hotel
B. written correspondence to the person concerning reservations
C. the guest's hospital insurance or health plan card
D. the guest's social security card

061
When the clerk is cashing a personal check, certain credit cards may be useful because:

A. these credit card companies guarantee checks up to certain limits
B. it shows that the guest has good credit
C. people with credit cards have acceptable credit ratings
D. it establishes positive identification

062

Which of the following should be done to verify the guest's identification when cashing a check?

A. Compare signatures on the guest's registration card and on the identificatio presented
B. Refer to the Dun and Bradstreet credit reference list
C. Refer to the guest's folio to see how long s(he) has stayed
D. Compare signature on a restaurant voucher and on the check

063

The role of the check verification agency is to:

A. assist the hotel in collecting returned checks
B. re-deposit returned checks for the hotel
C. guarantee payment of an approved check to the hotel
D. verify a guest's bank balance

064

Why is it important to use the "For Deposit Only" stamp?

A. It gives the hotel the option of holding the check for a period of time.
B. It validates the transaction that has occurred.
C. It complies with federal regulations.
D. It voids further use of the check if it should be misplaced.

065

Which of the following is the best definition of a check?

A. A binding agreement between two or more persons or parties
B. A written order directing a financial institution to pay money as directed
C. Money held by a third party, given to the second party only when certain conditions have been met
D. A written promise to pay at a fixed future time a sum of money to a specified individual

066

A guest has come to check out, and the clerk notices it is about 10 minutes past the checkout time. If the hotel is heavily book, the clerk should:

A. charge for an extra night
B. charge for an extra night, but send a refund if the room is resold
C. charge half the rate for an extra night
D. not charge for an extra night

067

A guest checking out has indicated that he has incurred charges which do not appear on his folio. The clerk should:

A. add the amount mentioned by the guest to his folio
B. call the department where the charges were made, and give billing information
C. tell the guest that he will be billed separately for the charges
D. call the department to verify the amount charged, and post to the guest's folio

068
At check out, a posting machine is used to:

A. determine the tax percentage to charge for a room
B. indicate the room is now available
C. determine occupancy percentages
D. reconcile the guest's bill

069
John has just presented the hotel bill to Mr. Allen at checkout. Mr. Allen notices that he has been charged twice for his breakfast that morning. John sees that Mr. Allen is correct. He should remove the extra restaurant charge by:

A. using the error-correct key on his posting machine
B. handposting a credit to Mr. Allen's bill
C. handposting a debit to Mr. Allen's bill
D. handposting a credit to Mr. Allen's bill, and giving him cash from the cash drawer for the amount overcharged

070
Ms. Lewis looks over her bill at checkout, and notices that there is a bar charge for $7.80. She believes that she had two drinks for a total of $4.00. What should the clerk do?

A. Credit the difference to the guest's account.
B. Prepare a new voucher for the $4.00 amount.
C. Take the guest's address, and explain that the refund will be sent when the error is found in the records.
D. Find the original voucher, and if the guest's claim is correct, make the necessary correction.

071
If a guest has been critical of his stay at the hotel, and has brought a list of complaints to the desk at checkout, the clerk should:

A. listen to the complaints, apologize, and assure the guest that the situation will be checked
B. explain why there were problems, apologize, and thank the guest
C. defend the hotel, since he knows the guest is a "complainer"
D. listen to the complaints, try to appease the guest, and thank the guest for staying

072
If a guest leaves the hotel without settling his/her account, s(he) is called a:

A. slip-by
B. scrooge
C. skipper
D. pirate

073
A form divided into a number of columns, each headed by the hours of the day, divided into quarter hours, is used by the desk clerk or telephone operator to:

A. log in trunk calls
B. schedule local phone calls
C. schedule wake-up calls
D. log in long distance calls

074
In a large hotel, 15 guests have requested a 6:45 wake-up call. What is the most efficient procedure for the operator to use?

A. Begin the calls promptly at 6:45, and work as fast as possible
B. Begin the calls around 6:40, planning to finish about 6:50
C. Begin the calls at 6:35, and have them completed by 6:45
D. Request that other hotel personnel help with the calling from their individual telephones

075
The main reason for investigating an unanswered wake-up call is because the guest could:

A. miss travel connections
B. be seriously ill
C. miss an important meeting
D. be in the wrong room

076
When a guest calls the desk, requesting to make a long distance call, the clerk should record which details on the traffic sheet?

A. name, room number, and expected length of call
B. room number, area code being called, and time
C. name, number being called, and telephone charges
D. name, room number, and number being called

077
After the completion of a guest's long distance call in a manual system, the telephone company operator will call the hotel operator to give the:

A. length of the call and connect time charges
B. length of call and miscellaneous charges
C. trunk line analysis, service charges, and number called
D. length of call, breakdown information, and all charges

078
What is the most common procedure for handling long distance charges (manual method)?

1. Transmit the charges on voucher form.
2. Write on long distance voucher: date, guest's name and room, and charges.
3. Transfer information from the telephone company to the traffic sheet.
4. Post charges to the guest's folio.

A. 1, 2, 3, and 4
B. 1, 3, 2, and 4
C. 3, 2, 1, and 4
D. 4, 1, 3, and 2

079
A Hotel Billing Information Service (HOBIS) terminal is used to:

A. receive information about long distance calls
B. give long distance credit ratings for individual guests
C. computerize all telephone calls coming from the hotel
D. bill the guest directly to a home phone number

080
What must the clerk add to the telephone company long distance listing?

A. The telephone company toll
B. The guest room number
C. Tax and service charges
D. The long distance number called

081
When using the telephone company billing service for long distance, what procedure does the clerk generally follow? S(he):

A. adds the telephone company toll, adds the guest room number, and transmits to cashier for posting
B. transmits the charges for posting, adds the telephone number called, and posts charges to the guest folio
C. adds tax and service charge to the machine voucher, prepares the voucher for posting, and posts charges to the guest folio
D. posts charges to the guest folio, adds tax and service charges, and files forms appropriately

082
In order to make a room reservation, the clerk should find out from the caller:

A. name, arrival and departure dates, number of persons, and type of room accomodations desired.
B. name, arrival date and time, type of room accomodations desired, and mode of travel.
C. name and address, arrival date, number of persons, and mode of travel.
D. name, type of room accomodations desired, and departure date.

083
The Hotel Golden Branch has 350 rooms. Based on the reservation forecast below, how many rooms are available for sale on April 17?

Rooms Forecast

April	15	333
April	16	327
April	17	321
April	18	299
April	19	287

A. 51
B. 39
C. 33
D. 29

084
When a guest requests a reservation for a night when all rooms are taken, the clerk may make a reservation anyway, in case there is a cancellation. The clerk will explain to the guest that s(he) has a(n):

A. late arrival reservation
B. space-available reservation
C. "cancel and reserve" reservation
D. overbooked reservation

085

Ms. Clark has called to make a reservation for Sept. 7-9. The hotel has 250 rooms. Based on the forecast below, how should the clerk respond?

Rooms Forecast

Sept.	6	220
Sept.	7	250
Sept.	8	255
Sept.	9	245
Sept.	10	200

A. Courteously explain that there is no space, and ask that she call again.
B. Explain that the hotel is full, thank the caller, and hang up.
C. Refer the caller to a comparable nearby hotel.
D. Suggest making a late arrival reservation for her.

086

When someone writes to the hotel requesting a reservation, what is usually done with the correspondence?

A. It is returned to the guest after processing.
B. It is filed in the accounting department.
C. It is discarded after the reservation has been processed.
D. It is attached to the reservation form.

087

It is often hotel policy to guarantee a reservation by accepting:

A. a check for two nights' stay
B. an acceptable credit card number
C. a home address and phone number
D. a telecredit guarantee

088

In general, a non-guaranteed reservation is held until what time?

A. 6 p.m.
B. midnight
C. 4 p.m.
D. 10 p.m.

089

Which of the following is the most acceptable methods for confirming a guaranteed reservation?

A. By phone, when the reservation is taken
B. In writing, through a licensed travel agent
C. By phone, at least one week prior to arrival
D. In writing, after the deposit is received

090

When a reservation is guaranteed, it means the room will be held:

A. until the guest arrives, no matter what the hour is
B. until the normal holding time for the date of arrival
C. if space is available due to a cancellation
D. until 10 p.m. on the date of arrival

091

The equipment used in hotels and motels to handle telephone communications is called a:

A. paging system
B. PBX board
C. trunk line
D. extension system

092
Rhoda, the desk clerk at the Welcome Inn Motel, received a call from a Michael Swanson, inquiring about employment possibilities at the motel. Rhoda should respond by:

A. connecting him to the personnel office or manager
B. giving him a summary of what jobs will be available shortly
C. telling him no jobs are available
D. inquiring about his interests and employment background, and then telling him about jobs he might be qualified for

093
Since the desk clerk receives many phone calls requesting information about the hotel/motel, it is a good idea for the clerk to:

A. automatically transfer calls to the manager's office
B. become efficient at operating the switchboard
C. be pleasant to all callers, giving them answers that will satisfy them
D. become familiar with the property and its personnel

094
One of the guests, Mr. Robertson, calls you about 11:00, while you are working the evening shift. He explains that he had met another guest, Ms. Larson, earlier in the evening, and would like her room number because they had planned to go over some sales figures together. How should you respond?

A. Give him the room number, since you had seen them together in the lounge, and they seem to be friends.
B. Decline to give the room number, but offer to connect him to Ms. Larson's extension.
C. Decline to give the room number, and do not offer to transfer the call.
D. Decline to give the room number, but offer to convey a message to Ms. Larson in the morning.

095
Guest messages should contain:

A. date, time, and name of person being called.
B. date, time, and name of person calling.
C. name of person being called, date, time, person calling, and message.
D. name of person called, date, time, person calling, message, and clerk's initials.

096
When Ms. Pike responds to the message light in her room, the desk clerk reads her the message, and then should:

A. initial and time stamp the message form
B. log in the message, and turn off the message light
C. place the message form in Ms. Pike's box
D. turn off the message light, and file message form

097
If a guest appears at the desk while the clerk is occupied on the phone, the clerk should:

A. nod or smile at the guest and complete the conversation as soon as possible
B. ignore the guest until the phone conversation is completed, and then apologize
C. hand the guest a registration card to complete
D. put the telephone party on hold and ask the guest if s(he) can be of service

098
If a person arrives with a confirmation in hand, the clerk should next:

A. verify the reservation information
B. ask the guest to read the occupancy rules
C. prepare the guest folio
D. summon the bell captain to handle baggage

099
If a person arrives with a confirmation in hand, but the clerk can find no record of the reservation, the clerk should:

A. tell the guest that s(he) must be mistaken, and recheck the dates
B. question the efficiency of the reservation department
C. explain the situation and try to room the guest
D. try to room the guest without calling attention to the error

100
Room racks and rack slips are coded to indicate:

A. type, location, and status of rooms
B. current occupancy rates
C. housekeeping staffing
D. room sales projections

101
When is the guest's method of payment usually established?

A. When the guest is checking in
B. When the guest is checking out
C. When the guest's bill reaches a certain amount (such as $200)
D. At the time the reservation is made

102
A "block" is used to:

A. secure advance reservations
B. hold a room for some future date
C. release rooms to housekeeping
D. keep guests from entering area in repair

103
When a choice of rooms is possible for a guest, the clerk should:

A. indicate positive features which make one room higher priced than another
B. present a range of room prices, but don't mention many details
C. present only the highest priced rooms, unless the guest requests another price
D. present only the lowest priced rooms, unless the guest requests a special feature

104
In registering the Bolton family, Nina determined their room requirements, assigned them two adjoining rooms, gave them their keys, and directed them to their rooms. What information now must be added to the registration card?

A. method of payment
B. number of people in each room
C. room numbers assigned
D. driver's license number, and information about guests' car

105
Rooming slips can be helpful in:

A. closing out the room rack
B. reconciling the arrival and departure sheet with the room revenue report
C. preparing lost and found reports
D. aiding check-in for a large number of guests

106
At the time a guest registers, the room clerk should immediately indicate the room is sold, because:

A. the reservations department could assign the room again
B. another guest might be sent to the occupied room
C. the telephone operator would not know where to contact the guest
D. the room would not be automatically blocked

107
A practice that facilitates the incoming guest receiving his/her mail is to:

A. hold it in the safety deposit box area
B. deliver it to the room which will be assigned to that guest
C. hold it in the manager's office, alphabetized
D. hold it at the front desk and note it on the reservation

108
If a bell attendant is available to help in rooming the guest, what items does the clerk hand to the attendant?

A. key and guest folio
B. blocking slip and master key
C. registration card and guest tokens
D. guest's key and rooming slip

109
The lobby was especially busy when Ms. Laurent finished her registration. The desk clerk, when giving her the room key, should:

A. be sure the number is concealed from general view
B. state the room number, and show her the key number for a double check
C. give her a rooming slip and the key with the number concealed
D. give her a rooming slip, the key, and the guest folio

110
When sending the guest to his/her room following registration, which is the least appropriate comment?

A. "The bell attendant will see you to your room, Mrs. Myers."
B. "Glad to have you with us, Mrs. Myers."
C. "We have a fine dining room and I hope you'll try it. Enjoy your stay."
D. "Happy to have you with us, Mrs. Myers. By the way, you certainly have attractive luggage."

111
After the guest finishes registering and leaves the desk, the clerk prepares the from the ______________.

A. registration card; reservation form
B. rooming slip; registration card
C. charge voucher; restaurant slip
D. guest folio; registration card

112
Which of the following departments should generally be notified of "stop charge" or "cash only" customers?

A. maintenance and restaurant
B. telephone and lounge
C. lounge and restaurant
D. reservations and accounting

113
What are cash sales?

A. Sales charged to a guest folio
B. Deliveries of cash to the bank
C. Deliveries of cash to the accounting department
D. Sales paid for at time of purchase

114
A guest makes a merchandise purchase of $3.13 at the desk and renders a five dollar bill in payment. The clerk should follow which procedure?

1. Place bill in the stack of fives.
2. Make change of $1.87.
3. Request exact amount if possible.
4. Receipt five dollars on posting machine.
5. Place bill in sight.
6. Post $3.13 to guest's folio.

Arrange the necessary steps in order.

A. steps 5, 2, and 1
B. steps 2, 1, 4, and 6
C. steps 5, 2, 1, and 4
D. steps 3, 5, and 6

115
If a guest buys some post cards at the front desk, the clerk should use the:

A. miscellaneous items register
B. cash sales folio
C. vendor's sales voucher
D. merchandise inventory folio

116
How should a cash sale be posted?

1. Depress folio number key on posting machine.
2. Depress balance key.
3. Depress check number key.
4. Post the sale to appropriate department key.
5. Post the payment using the "paid" key.
6. Post the payment using the "cash-in" key.

Arrange the necessary steps in order.

A. 3, 4, 5, and 1
B. 1, 2, 4, and 5
C. 1, 4, 5, and 2
D. 1, 4, 5, and 6

117
What will the folio balance equal after a cash sale is posted?

A. zero
B. the amount of the sale
C. the amount of the payment
D. increased by the amount of the sale

118
In addition to the guest's name and room number, what other information should be included on the safe deposit form?

A. Box number and the estimated value of items to be placed in box
B. Date, time, and list of items
C. Date, time, and box number
D. Box number, list of items, and date

119
Safe deposit boxes in hotels/motels may be used by:

A. reputable local residents
B. registered hotel/motel guests
C. the hotel/motel staff
D. merchants who do business with the hotel/motel

120
Any guests who are using the same safe deposit box should:

A. pay part of the rental fee and sign the agreement
B. sign the agreement and receive a key
C. be present when the box is opened and verify contents
D. read the agreement and sign it

121
Hotels are normally responsible only for valuables of guests which are:

A. placed in a safe deposit box
B. securely locked in the guest's room
C. listed by the guest and countersigned by the manager
D. placed in a safe deposit box, up to an established limit

122
When a guest places valuables in a hotel safe deposit box, the receipt for the box is:

A. the safe deposit box key
B. the registration card
C. the signed agreement form
D. the voucher charge form

123
Mr. Bryant, a guest at the Regency, had been assigned a safe deposit box. The next day he approached the desk, rather upset, stating that he had lost the key. What is usual hotel policy in such a situation?

A. The guest is assigned a duplicate key.
B. The guest is charged the fee for reopening the box.
C. The hotel absorbs the locksmith charge.
D. Another safe deposit box is assigned.

124
When a guest requests entry into his safe deposit box, the desk clerk must:

A. call a third party to witness the opening of the box
B. collect a box rental fee
C. and verify the guest's signature
D. indicate on guest's folio that his box was opened

125

When a guest has finished with his/her safe deposit box, and is checking out, the desk clerk should:

A. prepare a voucher and attach to the guest's folio
B. prepare a voucher and file it with closed accounts
C. note date and time on form, initial it, and file with closed accounts
D. note date and time on form, initial it, and attach to guest's folio

126

Overbooking is occasionally caused by:

A. guaranteed reservations and weather delays
B. overstays and transportation problems
C. voucher errors and no-shows
D. advance deposits and transportation problems

127

Because of heavy fog, several planes are grounded. Sarah, the hotel clerk at the Classic Hotel near the airport, realizes the hotel might be overbooked. She should first:

A. determine the availability of space in nearby hotels and motels
B. cancel all reservations which have not been guaranteed
C. pass a warning on to the next shift
D. tell all department heads about the situation

128

When Ms. Friedman comes to register, the clerk found there was no room because of several overstays. Which of the following is the best response?

A. Apologize, tell her there is no room, and that she should try another hotel
B. Apologize, explain the situation, and try to find her similar accommodations at another hotel
C. Offer her a free drink token for the lounge, and suggest that she return later to see if anyone has checked out
D. Give her a credit voucher for a future complimentary room

129

When accommodations have been located for an "unaccommodated" guest who is driving,

A. mention several businesses near the other hotel
B. send the guest to the nearest service station for exact directions
C. give the guest a map of the city
D. give clear directions to the other hotel

APPENDIX G

Hotel Clerk Performance Test

Administration Manual

HOTEL CLERK PERFORMANCE TEST

Administration Manual

State of Florida
Ralph D. Turlington, Commissioner of Education
Tallahassee, Florida
Affirmative action/equal opportunity employer

Division of Vocational, Adult, and Community Education

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FLORIDA VOCATIONAL ACHIEVEMENT TEST
HOTEL CLERK
PERFORMANCE EVALUATION

Administering the Exam

The person in charge of the administration of the performance evaluation, the exam administrator, is responsible for the exam site and for facilitating the procedures of the exam. Following is a list of specific tasks, some to be done previous to the exam, and the rest as the exam begins.

Before the exam begins

Several tasks must be done by the exam administrator in advance. The examination as printed is meant to serve as a foundation, and is flexible enough to be incorporated into the present testing institution's practices and set-up. The following list summarizes what should be done to be sure the exam is coordinated.

1. Be sure all materials, equipment, and supplies are available and arranged as they would be in a normal hotel front desk operation. See the list of materials on pages 10 and 11.
2. Give the description of the "St. Gregory Motel" to the students the day before the examination to allow them to become familiar with the rates and other information contained therein.
3. Set up the telephone numbers to be compatible with your system. Fill in and copy the "St. Gregory Motel--Telephone Directory," (page 12) and give a copy to the student.

   Note: Only four numbers will actually be used--the manager's office, the guest rooms of Ruby Jones and Sam Black, and the credit card authorization number.

Date ______________________

Name ______________________

Location ______________________

Shift ______________________

Receipts ______________________

Disbursements ______________________

Net Receipts ______________________

Currency ______________________

Coin ______________________

Checks (list) ______________________

____

____

____

____

____

Total Deposit ______________________

Net Receipts ______________________

Difference

(over/short) ______________________

Job 4

a. Prepare several room folios, including the Sanmarco folio, in the format of your posting machine. Below are the charges for Sanmarco:

(Insert current dates.)

____/____	148	Room	42.00
____/____	148	Rtax	2.10
____/____	148	BAL	44.10
____/____	148	PRBAL	44.10
____/____	148	REST.	22.38
____/____	148	BAL	66.48

b. Because the restaurant charge is in error, prepare the following, one for each student.

the restaurant ticket	$2.38
the restaurant charge voucher	2.38 (written)
	22.38 (as posted above)
additional correction vouchers	

c. Prepare a long-distance log with several calls, including Sanmarco's call for $10.99.

d. Prepare a long-distance charge voucher.

Note: In some operations, the ticket and voucher are the same. Use the method you prefer.

e. Prepare a corrected room folio, including settlement of the account, as an answer key for the evaluator. The total bill accurately posted should be $57.47.

f. Prepare an already authorized American Express credit card voucher and file it in the folio tray (attached to the Sanmarco folio). Prepare one for each student.

As the examination begins, and continues

1. Set up and explain the work stations. Two are recommended: the front desk and a cash register station for Job 3.
2. Establish the route for the students through the exam, including the areas where they should wait before starting and between jobs.
3. Distribute the Performance Evaluation Guidesheets to the evaluators. Have clipboards available for each evaluator. Supply the corrected room folio for Job 4 as an answer key.
4. Have large envelopes available in which evaluators can place the completed forms.
5. Distribute "General Instructions to the Student," and explain where each job will be done (Jobs 1, 2, and 4 at the front desk; Job 3 at the extra station).
6. State to the student or students:

   You will now have 20 minutes to read the "General Instructions." You have already received a description of the "St. Gregory Motel," and its policy statement. You may review this, and refer to it as needed. You should also use this time to become familiar with the front desk and where the equipment, forms, and supplies are located. Note that there is a time limit for Job 3.

Now I will answer general kinds of questions.

7. Begin the exam by assigning two students to the two stations.
8. Orchestrate the events of the exam (by cueing the role players, for example). It has been suggested that the Job 1 phone calls be interspersed during Job 2.
9. Route the students to the next station.
10. Begin the next two students.
11. Prepare and file a Lockwood reservation (to be cancelled) for each student, between students.
12. Prepare and file the folio and authorization for Sanmarco, for each student.
13. Reset the posting machine totals for each student (see page 4).
14. For the third task in Job 3, the posting machine should not be cleared in order to more adequately test the student's understanding of procedures for determining net cash. While the student is performing the first two tasks, post the following transactions.

Cash	$42.00
Cash	* $44.09
Paid Out	$ 6.53
Paid Out	** $ 2.00

* Inform the student that the second cash posting should also have been $42.00, and have him or her make a hand or machine correction.

** Inform the student that the second paid out posting should have been $.20, and have him or her make a hand or machine correction.

15. Collect all samples, tests, and performance evaluation guidesheets as soon as the students finish.

List of Materials

A. Hotel Equipment

____ Simulated front desk setting
____ Room rack (or dummy room rack on paper)
____ PBX system with two telephones (lines labeled)
____ Posting machine
____ Adding machine
____ Information rack (directory of guests)
____ Mail slots or message rack
____ Credit card imprinter
____ Cash drawer
____ Accounting tray (pit, bucket, or well) with room number dividers
____ Time stamp machine (or time stamp pad)
____ Reservation file

B. Forms

____ Credit card vouchers
____ Posting machine vouchers of various types
____ Message forms (in duplicate)
____ File for charge vouchers
____ Occupancy forecast (list of unavailable dates)
____ Rooming slips
____ Guest folios
____ Cashier's deposit envelope
____ Registration cards and folios
____ Complaint forms
____ Long-distance log

C. Supplies

____ Scrip or currency, coin
____ Paper clips or stapler
____ Note pads
____ Pens, pencils

D. Miscellaneous

____ Message light (simulated if not available)
____ Current calendar
____ Guest room keys
____ Merchant number (for credit cards)

E. Safe deposit (or can be simulated)

____ Safe deposit box
____ Safe deposit box envelope
____ Safe deposit box keys
____ Safe deposit register forms

F. Props for actors

____ Guest valuables
____ Credit cards (VISA)
____ Driver's licenses
____ Currency
____ Luggage
____ Room key (to turn in)

St. Gregory Motel--Telephone Directory

DIAL:

0	Front Desk
___	Manager's Office (Mr. Don Smith)
___	Sales Office
___	Housekeeping/Maintenance
___	Restaurant--The Terrace Room
___	Lounge--Lady Diane Lounge
___	Bell Attendant
___	Snack Bar (Pool)
___	Valet
___	Credit Office (Manager's office--Mr. Don Smith)
___	Number for credit card authorization: ____________________

The Scripts

Instructions to the Actors

Because the Hotel Clerk Performance Test is made up of simulated interactions between a hotel clerk and various guests and callers, it is necessary to have actors playing the parts of these guests and callers. You are those actors. The following scripts are provided to make your job easier. The Test Administrator will assign you one or more parts for each student.

First, read through the script for the role you are playing. It is not necessary to memorize it. When you are in the simulated situation, act as you normally would at a hotel or motel. Follow the lead of the clerk.

The anticipated steps of what happens and who says what are listed in the script; you should follow the suggestions for your part as much as possible.

There are seven different scripts for Job 1, four for Job 2, and one for Job 4.

Scripts for Job 1

Situation. A desk clerk (student) responds to a series of phone calls. Two people can play the seven parts.

Script #1

Instructions to caller #1

On this portion of the test, you will call the St. Gregory Motel and ask to speak to the manager, Don Smith.

1. **You dial the motel number (____________) and the phone rings.**
2. The clerk responds.
3. **Caller:**

   "May I speak to Mr. Smith please?"
4. The clerk responds.

   (You should be asked which Mr. Smith, or you may be connected.)
5. **Caller:**

   "Mr. Don Smith, the manager."

Script #2

Instructions to caller #2

You call the St. Gregory Motel and ask to speak to a registered guest, Ms. Ruby Jones.

1. **You dial the motel number (________) and the phone rings.**
2. The clerk responds.
3. **Caller:**

   "I want to speak to Ms. Ruby Jones who's staying there. I don't know which room she's in."
4. The clerk responds.

   (You should then be connected to the proper room.)

Script #3

Instructions to caller #3

In this portion of the test, you are Mr. Raymond Bass (or Ms. Lauren Bass), and you are calling to leave a message for your sales manager, Mr. Sam Black, who is staying at the St. Gregory Motel.

1. **You dial the motel number (____________) and the phone rings.**
2. The clerk responds.
3. **Caller:**

   "I'd like to leave a message for Sam Black, who's staying there. I know he's not in his room yet, 'cause he just left me."
4. The clerk responds.
5. **Caller:**

   "Tell him this is Raymond (or Lauren) Bass calling, and that our meeting has been changed. He's to meet me at the Daniels Building at 4 o'clock this afternoon."
6. The clerk responds.
7. **Caller:**

   (Depending on the clerk's response, make any necessary corrections to the message, express thanks, and hang up.)

Script #4

Instructions to caller #4

In this portion of the test, you are Mr. Sam Black. You have arrived back in your room at the St. Gregory Motel and find that the red message light on your phone is on. You dial the front desk and ask for your message.

1. **You dial front desk (0) and the phone rings.**
2. The clerk responds.
3. **Caller:**

   "Hey, this is Sam Black, room ____. This red light's on. Do you have a message for me?"

4. The clerk responds.

   (You should get a message about a meeting.)

5. **Caller:**

   (Depending on the clerk's response, ask any questions you may have. If none, express thanks and hang up.)

Script #5

Instructions to caller #5

In this portion of the test, you are calling the St. Gregory Motel to inquire whether or not they take pets. You are expecting out-of-town guests who may want to stay at the motel if pets are accepted.

1. **You dial the motel number (________) and the phone rings.**
2. The clerk responds.
3. **Caller:**

   "This is Ms. Yvonne (Mr. Steven) Wilson, and my daughter's getting married in a couple of weeks. My cousin Janet and her husband are coming in from Detroit and they want to stay in a motel . . . but they insist on bringing Fifi, their little French poodle with them. Do you people take pets?"

4. The clerk responds.
5. **Caller:**

   (Depending on the clerk's response, ask any questions that are not answered. If none, say:)
   "Okay, I'll pass that along to Janet and see what they want to do. Thank you. Goodbye."

Script #6

Instructions to caller #6

In this portion of the test, you are calling the St. Gregory Motel to make a reservation for yourself, your spouse, and your two teenage children, for the following weekend, ________________, for three nights. You are Mr. William (or Ms. Jean) Westwood, 1154 Cherry Street, Madison, Wisconsin. You hold an American Express Credit Card #4001 672125 90374, expiration date 6/____ and wish to guarantee rooms for late arrival. You are on vacation, and the children would enjoy using the pool. Your spouse prefers a ground floor room, and you would prefer two connecting rooms, one for the children and one for you and your spouse. You plan to arrive on __________________ by car. You are not concerned about cost, but do ask the rates.

1. **You dial the motel number (____________) and the phone rings.**
2. The clerk responds.
3. **Caller:**

   "I want to make a reservation, please."
4. The clerk responds.
5. **Caller:**

   "I'm calling from Madison, Wisconsin, and we're coming through there on ______________________. Do you have two rooms for that weekend?"
6. The clerk responds.

   (The clerk should ask a series of questions at this point. You should not volunteer any additional information until asked specific questions.)

7. **Caller:**

(Reservation should be confirmed.) "That's fine. Thank you."

8. The clerk responds.

Script #7

Instructions to caller #7

In this portion of the test, you are Sally England, secretary to Ms. Lockwood, President of Advanced Data Systems Corporation. You are calling the St. Gregory Motel to cancel Ms. Lockwood's reservation for one suite, arrival on ___________ and departure on ___________________.

1. **You dial the motel number (__________) and the phone rings.**
2. The clerk responds.
3. **Caller:**

   "I want to cancel a reservation my supervisor made last week."
4. The clerk responds.
5. **Caller:**

   (Do not offer any information until the clerk asks for it, then give it based on the instructions above.)
6. The clerk responds.
7. **Caller:**

   (When the clerk is finished with questions or remarks, end the conversation as appropriate.)

Scripts for Job 2

Script #8

Instructions for a guest without a reservation

You are Mr. Bill (or Ms. Bernice) Eaton, traveling with your spouse and four teenage children. You stop at the St. Gregory Motel, without a reservation. (You have had some car trouble.) You plan to stay two nights while your car is being fixed. You are using cash. If asked, use your driver's license for identification.

1. **You approach the desk.**
2. The clerk greets you.
3. **Guest:**

   "Do you have any rooms?"
4. The clerk responds (for example, "Do you have reservations?" or "How many in your party?").
5. **Guest:**

   (Reply to the clerk, then ask:)

   "What are your rates?"
6. The clerk responds (should quote more than one rate).
7. **Guest:**

   (If the clerk gives different rates:)

   "What's the difference?"
8. The clerk responds (by explaining the different rates, giving the advantages of rooms with higher rates, etc.).

9. **Guest:**

(If the clerk does effective selling job:)

"I guess we'll take the poolside."

10. The clerk responds (should ask you to register).

11. **Guest:**

(Fill out a registration card.)

12. The clerk responds (by explaining the registration procedure).

13. **Guest:**

(If the clerk requests payment, pay in cash and, if asked, show your driver's license as ID.)

(If asked if you need assistance with luggage, reply "No.")

(The clerk should give you directions and the key to your room.)

14. **Guest:**

(If the clerk gives information about the hotel, thank him or her, then leave with your luggage and key.)

Script #9

Instructions for a guest with a reservation, who requires the use of a safe deposit box

You are Ms. Lee (or Mr. Sing-Tung) Chen, traveling with your spouse to attend a business meeting. You have a reservation for a double room at the St. Gregory for three nights (at $45.00 per night). You plan to use your VISA credit card.

1. **You approach the desk.**
2. The clerk greets you, and should ask to help you.
3. **Guest:**

   "We have a reservation."

4. The clerk responds (should ask your name).
5. **Guest:**

   (Follow the clerk's questions. When asked to fill in a registration card, leave the city and state blank. Do not volunteer any information until asked. At some point ask if there is any problem in staying an extra night.)

6. **Guest:**

   "By the way, do you have safe deposit boxes? I would like to use one, please."

7. Clerk: Yes we do. (etc.)
8. **(Follow the lead of the clerk in reading the form, signing, etc.) Place your valuables in the box.**

9. Guest:

(If the clerk asks if you need a bell attendant, answer "yes.")

(If clerk does not ask, say:)

"Could I have some help with my luggage? Thank you."

10. Guest:

(Accompany bell attendant.)

11. Guest:

(Return to the desk, following the pause and cued by your instructor.) "I need to check something in the safe deposit box, please."

(Give your key to the clerk.)

12. (Follow the lead of the clerk, signing where requested. Open the box, take out an item--a ticket or a report perhaps--and return the box.) "Thank you."

Script #10

Instructions for an authorization operator at a credit card company

Your job is that of an authorization operator at the credit card company. You spend your day answering telephone calls from merchants all over the country who want their customers' charges guaranteed. After getting all the information from the merchant, you check the cardholder's account on the computer and, if the account is in good standing, you give the merchant a code number to authorize the charge. The telephones never stop ringing from the time you come to work until the time you leave, so you must work rapidly and efficiently. As a participant in this performance test, you will be receiving an authorization request from the St. Gregory Motel.

1. **Answer the phone on the 5th ring saying, "VISA."**
2. The hotel clerk will ask for authorization.
3. **You should request all the following information:**
   - -- Merchant number
   - -- Credit card number
   - -- Expiration date of the credit card
   - -- Estimated amount of the charge
4. If the hotel clerk is not completely understandable, be sure to say **"Will you repeat that, please?"**
5. After receiving all the information, wait about five seconds and then authorize the charge by stating **"CODE 1117."**
6. If the clerk replies "Thank you," then you should reply **"Thank you"** also, and hang up.

Script #11

Instructions for a bell attendant

1. When summoned by the clerk, present yourself promptly at the front desk. You may say **"Yes, sir"** or **"Yes, ma'am"** to the clerk.
2. When you receive the rooming slip and key from the room clerk, say **"Hello Mr. (Ms.) Chen. Where is your luggage?"** or **"Is this your luggage?"**
3. Leave with the guest from the front desk area.

Script #12

Instructions to a guest who is checking out

You are Mr. (or Ms.) Sanmarco, a guest in the St. Gregory Motel. You are in a hurry to leave; the taxi is waiting for you and your luggage. It is now 8:30 a.m. and you have a 9:30 a.m. flight to catch. You have been delayed by slow service in the restaurant. When presented with your folio, challenge the restaurant charge on your folio. If you are asked about additional charges, you should mention a long-distance call you made before breakfast. If you are not asked, the script indicates where you should mention the call. You plan to pay for your stay with your American Express credit card. When leaving you should complain about the air conditioning, which didn't work.

1. **You approach the desk carrying your luggage and room key.**
2. The clerk greets you.
3. **You say: "Checking out."**

   (**Use a gruff and abrupt manner,** since **you're** in a **hurry**.)
4. The clerk responds. You should act impatient--drum your key on the counter, for example. The clerk should end this response by giving you your folio so that you may verify the charges. If the clerk neglects to do so, **ask to see your bill**. The clerk should ask about recent charges. If so, **mention the long-distance call.**
5. **Guest (when a copy of bill is in your hand):**

   "Hey! This restaurant charge is ridiculous! $22.38 for coffee and Danish! What kind of rip-off stunt are you guys trying to pull? And took an hour just to get that!"

6. The clerk should respond by correcting the restaurant charge and presenting you with a corrected folio.

7. **If the clerk has not yet asked about additional charges, mention the long-distance call.**

   "Did you get the long-distance call I just made? But hurry up! I've got to catch my plane."

8. The clerk responds by looking up and posting the charge, totaling the account and presenting the folio to you again for approval. The clerk also writes the amount to be charged on the credit card voucher and presents it to you for your signature.

9. **Guest:**

   Looks at the folio and signs the credit card voucher.

10. The clerk settles the account and presents you with a receipted folio.

11. **Guest:**

    a. (If the clerk asks if your stay was satisfactory:)

    "Yes, it was okay, but my air conditioning wasn't working."

    or

    b. (If the clerk doesn't ask:)

    "You folks run some kind of place. The air conditioning in my room didn't work! The service was terrible! No maintenance! Awful!"

12. The clerk responds.

13. **You leave the desk with your luggage (and the key, if it hasn't been taken by the clerk).**

Appendix A: Evaluator's Materials

General Instructions for the Evaluator

1. There are four jobs on which each student will be evaluated. These performance evaluations will consist of simulated interaction between the student and guests at a motel. The guests will be working from prepared scripts; the student will not. Some of these include more than one task. The jobs are divided into process steps and product criteria for evaluation. Process steps are bite-size parts of a task; product criteria are physical results of that task, such as whether or not a form has been filled out properly. The exam will take no more than two hours and only Job 3 (practicing cash control procedures) requires that the student finish within a specified time.
2. As the student will have had only a short time to become familiar with certain information about the establishment, such as room rates, allowance should be made if some uncertainty in these areas is exhibited. Aside from this, however, the student should display thoroughness and professionalism in covering each process step and in the final products.
3. Using the performance evaluation guidesheets, indicate whether or not the student satisfactorily does each process step by checking either the "yes" or "no" line in the column entitled "Done?" In some cases, such as filling in forms, the order of events does not have to correspond to the order indicated on the guidesheets. (Rating information should not be shared with the student.)
4. For each job, there is also a product, such as a filled-in form, which should be checked according to the product criteria listed. There should be a brief pause between jobs, when you receive and check all forms (products) for that job.

5. The last page of the performance evaluation guidesheet requests that you consider the student's employability skills and overall behavior. Some specific behaviors to look for have been listed. There is also space for your additional observations and comments.

6. You will receive a copy of the information about the simulated establishment, the "St. Gregory Motel." This is the same description the student receives.

7. You will also receive a copy of the telephone callers' and guests' scripts. You may wish to read through them briefly so that you will know the situations the student will be handling.

8. Since there is some flexibility in a simulated situation, the technique of evaluation may also have to be somewhat flexible. For example, the steps may not occur in the order listed, or an unanticipated path of events may occur. In such cases, evaluate the listed steps as appropriate, and use the "Comments" space to note the unusual. Explain what the student did that was appropriate (or inappropriate) for the situation.

9. Please sign the last page of the guidesheets at the completion of the performance evaluation, and return the materials to the test administrator.

FLORIDA VOCATIONAL ACHIEVEMENT TEST

Student's Name________________________________ Date ________________

HOTEL CLERK

PERFORMANCE EVALUATION GUIDESHEET

JOB 1: ANSWERING INCOMING PHONE CALLS

PROCESS STEPS OR PRODUCT CRITERIA	Item No.	Done? ( ) YES	NO
A. Answer incoming phone calls (all calls).			
001. Answered the phone promptly and courteously with an appropriate greeting.	001	____	____
002. Ended with appropriate comments.	002	____	____
B. Answer a call for the manager, Mr. Smith.			
003. Acknowledged the request to speak to Mr. Smith and determined which Smith was wanted.	003	____	____
004. Made the phone connection to the manager.	004	____	____
C. Answer a call for a guest.			
005. Acknowledged the request (to speak to Ms. Ruby Jones).	005	____	____
006. Looked up the guest's room number in guest file.	006	____	____
007. Connected the call to the proper extension (without revealing the guest's room number).	007	____	____
D. Answer a call to leave a message for a guest.			
008. Took the message accurately, and repeated it back.	008	____	____
009. Placed the message in the guest's box.	009	____	____
010. Turned on the guest's message light (may be simulated).	010	____	____
E. Take a call from a guest with a message light on.			
011. Gave the guest the message.	011	____	____
012. Turned off the message light.	012	____	____

JOB 1: ANSWERING INCOMING PHONE CALLS (CONTINUED)

PROCESS STEPS OR PRODUCT CRITERIA	Item No.	Done? ( ) YES	NO
F. Answer a call to inquire about the policy concerning pets.			
013. Gave the appropriate information, based on the motel's policy concerning pets.	013		
G. Take a reservation and obtain the following (015-022) from the caller on a reservation form:			
014. name	014		
015. arrival date	015		
016. length of stay	016		
017. number in party	017		
018. type of accommodation - did the clerk try to "sell up" first? - did the clerk sell connecting rooms?	018		
019. Correctly quoted rates in response to	019		
020. address and phone	020		
021. arrival time (optional)	021		
022. Checked availability (list of unavailable dates provided at the desk).	022		
023. Obtained credit card number and expiration date for guaranteed reservation.	023		
024. Confirmed to the caller that a reservation is made, and repeated all pertinent information.	024		
025. Thanked the party for calling.	025		
026. Placed the reservation in a labeled box (for processing by the reservation department).	026		
H. Answer a call to cancel a reservation and obtain the following (028-030)* from the caller:			
027. name of guest	027		
028. arrival and departure dates	028		
029. name of the person cancelling the reservation	029		
030. date of cancellation	030		
031. clerk's initials	031		
032. Marked this form as cancelled (with a large X, or in a similar manner).	032		
033. Removed the original reservation form from the file and noted the cancellation on it.	033		
034. Placed the reservation form and cancellation call notes in the appropriate box (labeled).	034		

* This information may be obtained in a different order.

JOB 1: ANSWERING INCOMING PHONE CALLS (CONTINUED)

	PROCESS STEPS OR PRODUCT CRITERIA	Item No.	Done? ( ) YES	NO
I.	**Complete a message form legibly and accurately.**			
035.	name of guest (Mr. Sam Black)	035		
036.	date and time of call	036		
037.	who called (Mr. or Ms. Bass)	037		
038.	message: meeting changed to 4:00 p.m. at Daniels Building	038		
J.	**Complete a reservation form legibly and accurately.** (See the attached form on page 36.)			
039.	names, address, phone	039		
040.	arrival, departure dates	040		
041.	type of accommodations/number of rooms	041		
042.	rate	042		
043.	number of guests	043		
044.	special requests: ground floor requested; connecting rooms	044		
045.	dated, clerk's initials or signature	045		
046.	guarantee information (credit card number and expiration date)	046		
K.	**Cancel a reservation using complete, legible, and accurate information.**			
047.	name of guest	047		
048.	arrival, departure dates	048		
049.	name of the person cancelling the reservation	049		
050.	date of cancellation	050		
051.	clerk's initials or signature	051		
052.	cancellation clearly indicated	052		

St. Gregory Motel Reservation Form

J. Call #6 (example)

Name ____________________ (40) Arrival Date ____________ (41)

____________________ Departure Date ____________ (41)

____________________ ____________

Address ____________________ (40) Day of Week ____________

City ____________ (40) State ____________ (40) Time of Day ____________ (41)

Accommodations desired ____________________ (42)

Rates ____________ (43) Deposit ____________ Length of Stay ____________ (41)

Number of Guests ____________ (44) Number of Rooms ____________ (42) Phone ____________ (40)

Made by ____________________ (46) Date ____________ (46)

Taken by ____________________ Acknowledged by ____________

Guaranteed ____________________ (47)

Special Remarks ____________________ (45)

St. Gregory Motel Reservation Form

K. Call #7 (example)

Name ____________________ (48) Arrival Date ____________ (49)

____________________ Departure Date ____________ (49)

Name of Caller ____________________ (50) ____________

Address ____________________ Day of Week ____________

City ____________ State ____________ Time of Day ____________

Accommodations desired ____________________

Rates ____________ Deposit ____________ Length of Stay ____________

Number of Guests ____________ Number of Rooms ____________ Phone ____________

Made by ____________________ Date ____________ (51)

Taken by ____________________ (52) Acknowledged by ____________

Guaranteed ____________________

Special Remarks ____________________

FLORIDA VOCATIONAL ACHIEVEMENT TEST

Student's Name________________________________ Date______________

HOTEL CLERK

PERFORMANCE EVALUATION GUIDESHEET

JOB 2: REGISTERING GUESTS

PROCESS STEPS OR PRODUCT CRITERIA	Item No.	Done? ( ) YES	NO
A. Register a guest without a reservation.			
001. Greeted the guest courteously.	001	____	____
002. When the guest asked for a room, asked if the guest had a reservation.	002	____	____
003. Asked for the number in the party.	003	____	____
004. Asked the guest the expected duration of stay.	004	____	____
005. Checked the room rack (or computer terminal)	005	____	____
006. Quoted the proper rate to the guest.* - used selling technique	006	____	____
007. Quoted other rates if requested.	007	____	____
008. Had the guest register and marked the room "sold."	008	____	____
009. Asked the guest how payment will be made.	009	____	____
010. With cash payment, requested prepayment for one night (or total).	010	____	____
011. Obtained identification from the guest (driver's license, credit card).	011	____	____
012. Inquired if the guest needed a bell attendant.	012	____	____
013. Gave the guest a key and directions to the room.	013	____	____
014. Gave the guest information on restaurant dinner hours (or information about other establishment facilities).	014	____	____
015. Wished the guest a pleasant stay (or similar comment).	015	____	____
016. Stamped the registration form with the time stamp.	016	____	____
017. Prepared a guest folio.	017	____	____

* Note to evaluator: The student should use this opportunity to point out features of higher priced rooms in order to sell them. For example, "We have a suite at $60 that is next to the pool," or "We have a kitchenette available for $46."

	PROCESS STEPS OR PRODUCT CRITERIA	Item No.	Done? ( ) YES	NO
B.	**Register a guest with a reservation.**			
018.	Greeted the guest courteously.	018		
019.	When the guest requested a room, asked if the guest had a reservation.	019		
020.	Asked the guest's name (if not volunteered).	020		
021.	Checked the reservation file and pulled the guest's reservation.	021		
022.	Had the guest register.	022		
023.	Checked that all information was present (asked for city and state).	023		
024.	Confirmed the number in the party.	024		
025.	Confirmed the checkout date.	025		
026.	Selected a room from the room rack or terminal.	026		
027.	Marked the room sold on the room rack.	027		
028.	Asked how the guest would pay.	028		
029.	Requested a credit card from the guest.	029		
030.	Verified that the card is current and properly signed.	030		
031.	Compared the credit card signature with the registration card signature.	031		
032.	Obtained and imprinted a credit card voucher.	032		
033.	Returned the credit card to the guest.	033		
034.	Obtained a safe deposit register form and filled in the required information with the date and the guest's room number.	034		
035.	Requested the guest to read the form carefully and sign it.	035		
036.	Clarified the state policy about the liability of the motel (if asked).	036		
037.	Selected a box.	037		
038.	Wrote the box number on the form.	038		
039.	Unlocked the vault compartment.	039		
040.	Presented the unopened box to the guest.	040		
041.	Received the closed box from the guest.	041		
042.	Locked the box in its compartment, in sight of the guest.	042		
043.	Handed the box key to the guest.	043		
044.	Emphasized that the key is the guest's receipt, that it is the only key, and that there is a charge if it is lost.	044		
045.	Filed the register form in the active file.	045		
046.	Inquired if the guest needed a bell attendant.	046		

JOB 2: REGISTERING GUESTS (CONTINUED)

	PROCESS STEPS OR PRODUCT CRITERIA	Item No.	Done? ( )	
			YES	NO
047.	Prepared a rooming slip for the bell attendant.	047	___	___
048.	Called the bell attendant and handed over the slip and key.	048	___	___
049.	Gave the guest information about restaurant hours (or other information about establishment facilities).	049	___	___
050.	Wished the guest a pleasant stay (or similar comment).	050	___	___
051.	Stamped the registration card with the time stamp.	051	___	___
052.	Prepared a guest folio.	052	___	___
053.	Dialed the credit card company's toll-free authorization number.	053	___	___
054.	Gave the proper information to the credit card operator: - merchant number - credit card number - amount of expected charge ($400-$500) - expiration date.	054	___	___
055.	Wrote the authorization number and amount authorized on the voucher.	055	___	___
056.	Attached the credit card voucher to the registration card (paper clip preferred).	056	___	___
057.	Filed the registration card with the folio in the accounting tray.	057	___	___
058.	When the guest requested access to the box, box obtained the safe deposit form from the file.	058	___	___
059.	Requested that guest sign the form in the appropriate place.	059	___	___
060.	Verified that the signatures matched.	060	___	___
061.	Noted the date and the time, and initialed the form.	061	___	___
062.	In sight of the guest, unlocked the vault compartment, removed the box, and gave the unopened box to the guest.	062	___	___
063.	When the guest returned the box, the clerk noted the date and time.	063	___	___
064.	Replaced the box in the vault.	064	___	___

	PROCESS STEPS OR PRODUCT CRITERIA	Item No.	Done? ( ) YES	NO
C.	**Register first guest.**			
065.	Registration card properly completed, legible, and accurate, with	065		
066.	- room number	066		
067.	- room rate	067		
068.	- guest information (name, address, license tag number, and signature)	068		
069.	Identification was written on the registration card (driver's license, credit card number, etc.).	069		
070.	A guest folio was properly prepared (this may be a carbon from registration card--check legibility).	070		
D.	**Register second guest.**			
071.	Registration card properly completed, legible, and accurate, with	071		
072.	- room number	072		
073.	- room rate	073		
074.	- general information (name, address, license tag number, and signature)	074		
075.	The credit card voucher was properly imprinted.	075		
076.	The authorization code was correctly and legibly written.	076		
077.	The authorized amount was properly noted.	077		
078.	Rooming slip should include	078		
079.	- name of guest	079		
080.	- length of stay	080		
081.	- room rate	081		
082.	- room number	082		
083.	The safe deposit register form was correctly and completely filled in, with name, date, time, guest room number, and guest address.	083		
084.	Guest signature (at the time of first entry).	084		
085.	Date, time, and clerk's initials (from second contact).	085		
086.	The guest's signature (from second contact) was on the appropriate line.	086		

FLORIDA VOCATIONAL ACHIEVEMENT TEST

Student's Name______________________________ Date______________

HOTEL CLERK

PERFORMANCE EVALUATION GUIDESHEET

JOB 3: PRACTICING CASH CONTROL PROCEDURES

PROCESS STEPS OR PRODUCT CRITERIA	Item No.	Done? ( ) YES	NO
A. Verify the amount of cash in the register at the end of a shift (determine net receipts).			
001. Took appropriate subtotals.	001	___	___
002. Subtracted opening subtotals from closing subtotals.	002	___	___
003. Subtracted paid-out subtotals from (if applicable) opening cash and check subtotals.	003	___	___
004. Counted and totaled the money in the cash drawer.	004	___	___
005. Compared amount physically counted with the amount the drawer should contain.	005	___	___
006. Reconciled the difference in the physical amount and the amount the drawer should contain, reporting the shortage or overage.	006	___	___
B. Verify the amount of cash to be deposited at the end of a shift (prepare a deposit).			
007. Obtained a deposit envelope and filled in the required information (name, date, shift, etc.).	007	___	___
008. Added the checks on an adding machine and attached the tape to the checks.	008	___	___
009. Entered the check total on the deposit envelope.	009	___	___
010. Counted coin and currency.	010	___	___
011. Determined the amount of coin and currency available for deposit, and entered it on the deposit.	011	___	___
012. Totaled checks, currency, and coin being deposited, and entered the totals on the deposit envelope.	012	___	___
013. Placed checks, currency, and coin in the deposit envelope and sealed it.	013	___	___

JOB 3: PRACTICING CASH CONTROL PROCEDURES (CONTINUED)

PROCESS STEPS OR PRODUCT CRITERIA		Item No.	Done? ( ) YES	NO
C.	**Verify the amount of cash that the relief clerk should have in the cash drawer at the beginning of the next shift.**			
014.	Took appropriate subtotals.	014		
015.	Corrected subtotal figures.	015		
016.	Subtracted opening subtotals from closing cash and check subtotals.	016		
017.	Subtracted paid-out subtotals from cash subtotals.	017		
018.	Counted and totaled the money in the cash drawer.	018		
019.	Compared the amount physically counted with the amount the drawer should contain.	019		
020.	Reconciled the difference in the physical amount and the amount the drawer should contain, reporting the shortage or overage.	020		
D.	**Complete all tasks.**			
021.	Completed all tasks within the time allowed (45 min.).	021		

PROCESS STEPS OR PRODUCT CRITERIA	Item No.	Done? ( ) YES	NO
E. Determine net receipts and prepare a deposit.			
022. Net receipts: $608.47 Shortage (due bank): $9.44	022		
023. Completed deposit envelope should reflect the following:			

Receipts	634.72		
Disbursements	26.25		
Net Receipts	608.47		
Currency		533.00	
Coin		.94	
Checks (list)		35.09	
		30.00	
		______	
		______	
Total Deposit			599.03
Net Receipts			608.47
Difference (over/short)			(9.44)

	Item No.	YES	NO
(023 completed deposit envelope)	023		

Note: These figures are based on amounts used in setting up the posting machine totals. See instructor directions.

PROCESS STEPS OR PRODUCT CRITERIA	Item No.	YES	NO
F. Complete a deposit envelope.			
024. Name, date, shift	024		
025. Check total entered appropriately.	025		
026. Currency and coin total entered correctly.	026		
027. Check and currency and coin amounts totaled and entered correctly.	027		
G. Verify cash totals.			
028. Net receipts: $77.27; cash drawer should contain $227.27	028		

Note: These figures are based on amounts used in setting up the situation. See instructor's directions.

FLORIDA VOCATIONAL ACHIEVEMENT TEST

Student's Name________________________________ Date______________

HOTEL CLERK

PERFORMANCE EVALUATION GUIDESHEET

JOB 4: POSTING CHARGES TO A FOLIO AND CHECKING OUT A GUEST

	PROCESS STEPS OR PRODUCT CRITERIA	Item No.	Done? ( ) YES	NO
A.	**Check out a guest.**			
001.	Greeted the guest courteously and ascertained the guest's need.	001	____	____
002.	When the guest checked out, the student asked for the room number and key.	002	____	____
003.	Pulled the guest folio and verified the guest's name.	003	____	____
004.	Checked the telephone meter/long-distance log.	004	____	____
005.	Checked for mail and messages.	005	____	____
006.	Asked whether the guest had recent charges.	006	____	____
B.*	**Post a long-distance charge and obtain folio balance.**			
007.	Depressed the room number.	007	____	____
008.	Depressed the previous balance amount.	008	____	____
009.	Inserted the folio.	009	____	____
010.	Depressed the previous balance pickup key.	010	____	____
011.	Entered the amount of the voucher.	011	____	____
012.	Inserted the voucher into the posting machine for validation.	012	____	____
013.	Depressed the department key.	013	____	____
014.	Depressed the balance key.	014	____	____
015.	Filed the charge voucher.	015	____	____
016.	Removed the guest folio.	016	____	____
C.	**Make corrections to a folio (restaurant amount challenged).**			
017.	Gave the folio to the guest for verification.	017	____	____
018.	Identified the source of the error as a misposting of the charge voucher.	018	____	____

* May not occur at this point.

	PROCESS STEPS OR PRODUCT CRITERIA	Item No.	Done? ( ) YES	NO
019.	Made a correction to the folio (by using the departmental correction key).	019		
020.	Presented the corrected folio to the guest.	020		
D.	**Accept payment from a guest.**			
021.	Obtained an authorized imprinted credit card form.	021		
022.	Filled out the amount owed on the appropriate line.	022		
023.	Had the guest sign (on the appropriate line).	023		
024.	Settled the bill to the proper credit card account.	024		
025.	Presented a receipted copy of the folio to the guest, following settlement, and attached a copy of the signed credit card form.	025		
E.	**Finish checkout procedures.**			
026.	Asked the guest if everything was satisfactory.	026		
027.	Responded to a guest's complaint (about air conditioning): - apologized and thanked the guest - assured the guest that corrective action would be taken	027		
028.	Thanked the guest for staying, invited the guest to return, and wished him or her a safe pleasant trip. - Asked if future reservations could be made.	028		
029.	Wrote up a complaint form, and deposited it in the proper box.	029		
030.	Filed the hotel copy of the folio.	030		
031.	Pulled the rack slip from the room rack.	031		
032.	Notified the operator that the guest had departed or pulled the telephone information slip.	032		

PROCESS STEPS OR PRODUCT CRITERIA	Item No.	Done? ( ) YES	NO
F. Accurately completed a folio.*			
033. Figures on the folio should be: - restaurant charge: $ 2.38 - long-distance charge: $10.99 - room: $42.00 - tax: $ 2.10 - balance: $57.47 - show transfer to credit card: $57.47	033	___	___

* Note to evaluator: The instructor will also supply you with a correct version of the folio to compare to the student's folio. All figures on the folio should be present for a "YES" check.

FLORIDA VOCATIONAL ACHIEVEMENT TEST

Student's Name____________________ Date__________

OBSERVING STUDENT'S OVERALL PERFORMANCE

EMPLOYABILITY SKILLS	Observed? Yes	Observed? No
001. Maintained good eye contact with guests.	____	____
002. Had a patient and reassuring manner.	____	____
003. Was courteous and friendly.	____	____
004. Pointed out motel and surrounding area services and attractions.	____	____
005. Used guests' names.	____	____

Evaluator's Comments:

____

Signature Date

Appendix B: Student's Materials

General Instructions for the Student

1. Assume you are a front desk clerk at the St. Gregory Motel. You will have four main jobs to perform, typical of the duties of a beginning hotel clerk:
   -- answering incoming phone calls
   -- registering guests
   -- verifying cash amounts (cash control)
   -- posting charges to a folio and checking out a guest
2. There are two stations. One will be similar to a hotel front desk, used for Jobs 1, 2 and 4. The other will have a cash register and will be used for cash verification in Job 3.
3. For each job, you will be rated on the following:
   a. your ability to perform the skills necessary for a desk clerk;
   b. the procedure (series of steps) you used to complete the job;
   c. your overall behavior, hospitable manner, and enthusiasm;
   d. your ability to sell the accommodations and services of the motel; and
   e. your care in completing any paperwork that is necessary to perform these jobs.
4. For Jobs 1, 2, and 4, you are not under a time limit. However, for Job 3, you will have to complete your tasks in 45 minutes.
5. This performance examination takes about two hours.
6. Upon completion of the test, please return the workstation to its pretest condition.
7. Before you are given permission to leave the testing area, you must turn in this booklet, any worksheets, and all forms you used.

Specific Instructions for the Student

Job 1: Answering Incoming Phone Calls

(Time: approximately 30 min. Station 1)

Assume it is midmorning. You will answer a series of seven phone calls, making connections, giving information, and communicating messages. You will take a reservation and cancel a reservation. (Some of these calls may occur during Job 2.) An occupancy forecast is provided.

Job 2: Registering Guests

(Time: approximately 30 min. Station 1)

You will register two parties. They may or may not have reservations. At least one will plan to pay by credit card, so you will also authorize a credit card. Assume that names on the credit card match the guest's identification.

Skills will include using a room rack and reservation file, providing the guest with information, preparing a guest folio, and so on.

You will also be asked to secure a guest's valuables in a (simulated) safe deposit box.

Remember that a bell attendant is available.

Job 3: Practicing Cash Control Procedures

(Time: 30 min., but not to exceed 45 min. Station 2)

Your shift is the first one of the day. The next shift operates from the same $150 cash drawer you use. While you are preparing your deposit at the end of your eight-hour shift, your relief arrives and performs several cash transactions.

Given your posting machine, which has preset cash and paid-out figures, do the following:

1. Verify the cash amount in the cash register at the end of the shift (determine net receipts).
2. Verify the cash amount to be deposited at the end of the shift (prepare deposit).
3. Verify the cash amount which should be in the cash drawer at the beginning of the next shift.

Job 4: Posting Charges to a Folio and Checking Out a Guest

(Time: approximately 15 min. Station 1)

Assume you are working the morning shift, and it is 8:30. Mr. (Ms.) Sanmarco has just come down to check out of Room ____. You are the only desk clerk on duty. Skills you will demonstrate include using the posting machine, filling in forms, (such as voucher tickets, logs, and guest folios), handling a complaint, and using other front office equipment.

Note: The charge form has already been authorized, and is attached to the guest's folio.

Be sure to turn in to the evaluator any forms, cards, vouchers, and so on, that you have used in performing these four jobs.

ST. GREGORY MOTEL

Center City, Florida
32399

I-35 & U.S. 80

Phone (123) 456-7890
(or as designated by testing site)

Directory of Facilities and Services

The St. Gregory Motel is located at the intersection of Interstate 35 and U.S. Highway 80, five minutes from downtown Center City (pop. 85,000) and ten minutes from the Center City airport. It has 192 rooms.

Baggage Assistance

Available at the front desk--dial 0.

Checkout Time

12 noon. For late checkout privileges, contact the front desk.

Cocktail Lounge

Lady Diane Lounge

Open daily, 11 a.m.--1 a.m.

Sundays, 1 p.m.--12 midnight

Credit Cards

American Express, Diner's Club, Mastercard, VISA

Ice and Vending Machines

Located at the exits of each building--see floor plan.

Message Service

Guest telephones are equipped with "message waiting" lights. When the red light is on, Dial 0 and ask for your message. (Note to student: Your institution may simulate a message light system.)

Pets

Not permitted in dining, lounge, or swimming pool areas. Owners are responsible for any damage caused by pets. Kennels are available at no charge, but their use is not required.

Restaurant

Terrace Dining Room

Breakfast	7 a.m.--11:30 a.m.
Luncheon	11:30 a.m.--2:30 p.m.
Dinner	6 p.m.--10 p.m.

Room Rates (all rooms have two double beds)

	POOLSIDE	PROMENADE	PARKING COURT
Single occupancy	$42	$39	$36
Double occupancy	$48	$45	$42
Suites	$60	$56	

All rates are subject to Florida and local taxes.

Children under 12--Free

Additional adult--$4.00/night

Kitchenette--$4.00 additional

Swimming Pool

Open daily 8 a.m.--10 p.m. Swim at your own risk.

Wading pool for small children.

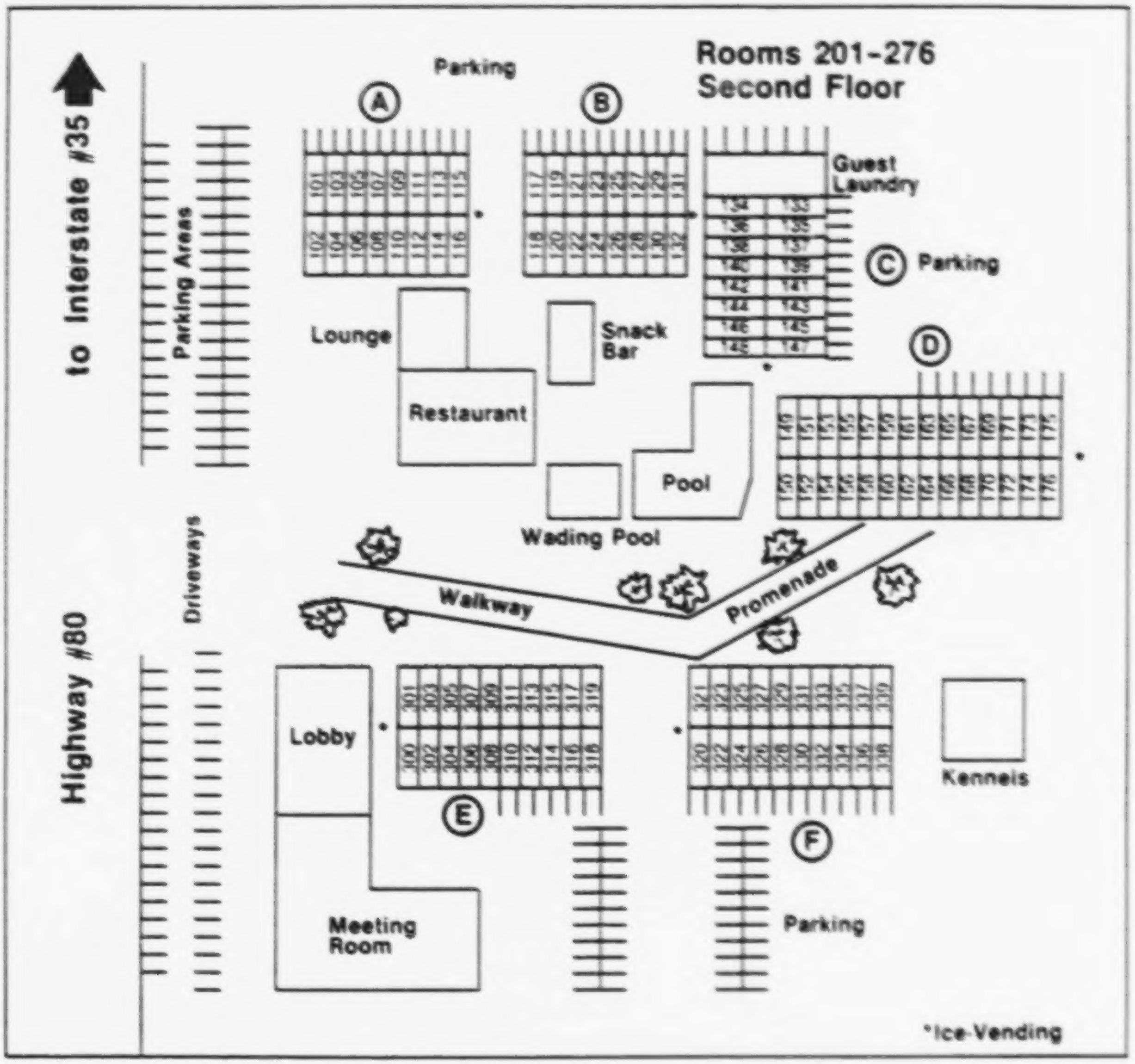
Safe Deposit Boxes

Available at the front desk. (Note to student: Your institution may simulate a safe deposit box system.)

TELEVISION

Free HBO in-room movies.

St. Gregory Motel
Center City, FL



St. Gregory Motel Reservation Form

Name____________________________________ Arrival Date______________

____________________________________ Departure Date______________

____________________________________ ______________

____________________________________ ______________

Address____________________________________ Day of Week______________

City______________ State__________ Time of Day______________

Accommodations Desired____________________________________

Rates______________ Deposit__________ Length of Stay______________

Number of Guests__________ Number of Rooms__________ Phone______________

Made by____________________________________ Date______________

Taken by____________________________________ Acknowledged by______________

Guaranteed____________________________________

Special Remarks____________________________________

ST. GREGORY MOTEL

OPERATIONAL POLICIES

Front Desk Personnel

GREETING: Telephone--"Good morning, (afternoon, evening), St. Gregory Motel"

PETS: Allowed in rooms, with the understanding that the guest will pay any damages. Kennels are available at no charge.

CREDIT POLICY: Credit must be established at check-in with an acceptable credit card or other credentials. The St. Gregory accepts American Express, Diner's Club, Mastercard, and VISA (Bankamerica) credit cards.

Guests who wish to pay by cash must pay their accounts daily in advance. Identification is required from cash customers: use a driver's license and one of the cards listed above.

One night's deposit or a credit card guarantee is required for arrivals after 6:00 p.m.

When making guaranteed reservations, the above credit cards are acceptable as guaranteed payment. The following card information must be obtained in advance: type of card, card number, expiration date, and card-holder's name.

All credit cards presented for payment of accounts require authorization from the issuing company, and should be verified as soon as possible after guest registration. Be sure to obtain the authorization number, and write it on the form.

Estimated daily charges at the St. Gregory, for credit card authorization purposes:

Single occupancy - $75.00
Double occupancy - $100.00

The St. Gregory Merchant Numbers are as follows:

American Express -

Diner's Card -

Mastercard -

VISA -

(Note: Any numbers you need will be supplied by your instructor.)

Group Functions or Meetings: All inquiries should be immediately referred to the sales office for attention. If sales personnel are unavailable, obtain the name and phone number of the inquirer and bring the request to the attention of the sales office as soon as possible.